

Nuts and Bolts of Building a Volunteer and Peer Support Program: Transcript

00:00:22.000 --> 00:00:24.000

>> SHAYLIN SLUZALIS: Hi, everyone! Welcome! I'm just

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going to let folks get settled in the room and then we'll

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get started.

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>> SHAYLIN SLUZALIS: Hello, everyone and welcome! My

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name is Shaylin Sluzalis. I am an

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APRIL Board Member and facilitator of the call today and

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thank you for joining our virtual Pre-Conference session

00:01:12.000 --> 00:01:15.000

on building a movement for

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peers and volunteers. This is a three-part

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series and we hope you can join us for all three sessions today

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. Please know that any session that is

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missed that the recordings will be added to the Conference website

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, so please be sure to check back there later today

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or in the following days. And thank you for joining us

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for Session II

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on building a movement peers and

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volunteers on the Nuts and Bolts of Building a Volunteer and a Peer Support Program.

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I want to mention a few housekeeping items before we

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get started today. First, when you scroll

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over the screen a menu bar pops up.

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Depending on what device you are on, you can find that menu

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bar at the top or at the bottom of the

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screen and that is where you will find the

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closed captioning for today's session. To view that

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closed captioning, you can select the "CC" tab on the

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menu bar. For Sign Language

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interpreting, you can find the Interpreter on the screen. If you would

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like to change the size of the screen, if

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the slides are shown, you can select the line in the middle to make

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the slides and the Interpreter larger or small

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er. And we also have Spanish

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interpretation today. To

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to access that, you can click on the

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"Interpretation" button in your menu bar and it also has a

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globe icon next to it. You can then

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select on Spanish if you would like to hear in

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Spanish only. Please select the "

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Mute original audio." If you have any

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technical issues, please use the chat feature and let us

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know. You can find the word bubble in the menu

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bar and if you would like to turn the chat feature off, if

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you are using a screen-reader, you can do that by pressing

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the Alt

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plus H buttons or use the information and help selection

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on the Conference website for more help. And please don't

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hesitate to let us know at any time for any technical assistance.

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For the question and answer time, please note

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your question and answer box is in the menu bar.

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Please only submit questions there as they may get lost

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in the chat. And to ask questions or make a

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comment, you can also select the hand option on the menu

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bar, that allows us to know that you have a question. And

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for those of you that are on the phone today or using

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key strokes, we ask that you press star nine

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or Alt Y on your key pad to raise your hand

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. We will then let you know when you can un

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mute and you can select the unmute

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option or Alt A if using key strokes.

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Remember if you join into the conversation, please

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keep all background noise down as much as possible

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to allow us to hear you clearly.

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And if you are speaking as a panelist today

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, please keep yourself on mute when not talking so we can

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avoid any extra background noise as well.

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With that, I want to get started by passing it

00:04:23.000 --> 00:04:26.000
off to our colleagues today who are joining us

00:04:26.000 --> 00:04:30.000
and leading this session on the Nuts and Bolts of Building a Volunteer and a Peer Support Program

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Nuts and Bolts of Building a Volunteer and a Peer Support Program.

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I'm going to pass it off to Linda Pogue and Kyle Kleist

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for this session. Thank you all for joining!

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And please don't hesitate to let us know anything at

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any point in the chat. >> LINDA POGUE: Thank you,

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Shaylin! Appreciate it.

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My name is Linda and work

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at disABILITY LINK, which is the

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Center for Independent Living that serves Metro

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Atlanta in Georgia. I no longer work full-time,

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I have retired from full-time work, but I'm very glad I'm

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still associated with the work at disABILITY LINK and I get

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to do nice things like this, hang out with my friends from

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APRIL. Kyle. >> KYLE KLEIST: And I

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have the pleasure to join Linda once again. My

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name is Kyle Kleist. I am the Executive Director at the Center for Independent Living for Western

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Wisconsin. We serve ten Counties in Western Wisconsin

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. We are located out of Menomonie

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, so we're about an hour drive straight

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east of Minneapolis,

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St. Paul. >> LINDA POGUE: So the topic is

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about using volunteers in Independent Living.

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And Kyle has an excellent reputation for

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his volunteer program.

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Do you want to start off or do you want to review

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the slide? Whatever works for you, Kyle. >> KYLE KLEIST: No,

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no. Thank you, Linda, yes, I'll start off. I

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just listed a number of

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different ways in which

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Independent Living Centers use volunteers

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and gave you some examples of our own.

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You know, we use volunteers, of course,

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in peer support. One of the things we're develop

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ing, as I talked about in the first session,

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our peer support partnership program, so reaching out and

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recruiting volunteers for that. Internships and work experience,

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we're very fortunate to be in a College

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town and have a real great connection with

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the Rehab Services Program at

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UW Stout and their graduates,

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so we get a number of interns, even Social Work

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interns. Other within

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one I know,

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events and activities. Advocacy work I know is a

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big one, people are using volunteers. And then I threw

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in volunteer drivers because Linda asked me to talk about our

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experience with using volunteers.

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So we have a very one of a kind, unique

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Volunteer Driver Program that we operate currently in

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42 Counties here in Wisconsin. So over half

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the state. And we use volunteer driver

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s and I call them "volunteers"

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because we reimburse them at the Federal mile

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age rate, but otherwise, I mean, that

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compensates them for gas and wear and tear on their vehicle

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their vehicle, but

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otherwise, their time, they are volunteers. Many of

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them are retired. And we

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use them -- we

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provide transportation for medical trips, we do a lot of

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nutrition, we do employment, but we also do social

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recreational. So we believe that, you know, people living

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in the community, people with disabilities should be able to engage in their

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community, be part of their community. So we

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do rides for voting as well, free rides

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for voting. We contract with our

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Manage Care Organizations, we have a self-directed support

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. We contract with our Counties. Here

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in Wisconsin, we call it the 85

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21 Program, which funds transportation

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for older persons and persons with disabilities that

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with disabilities, the Counties do. But it's such a great program

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. And in a rural area, you know, it started

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as we found out some many of the consumers we serve,

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transportation was one of their biggest barriers. And

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so from that, we got some grant

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money and started a

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-- in four County, went to

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our ten County service area, and then kept growing. But

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it's -- there's a lot of time and effort that goes into

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it, which I'll talk about later on

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, in using volunteers. But Linda and I wanted to

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throw it out to everybody, once again, and ask

00:09:15.000 --> 00:09:18.000

people: How are you using volunteers

00:09:18.000 --> 00:09:21.000

at your Centers? What are some of the things that you are use

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ing volunteers for? >> LINDA POGUE: Yes

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, have you got other examples other than these on the screen?

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Peer support, internship, work experience, events, activity

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ies , advocacy activities, volunteer drivers.

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I'd also be interested in knowing, do you

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have specific volunteer Coordinator or is that part of

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somebody else's roles? Do you have something

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called a volunteer program? How does that fit in with what you are doing

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at the Center that you are associated with

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? I just have to say

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that, Kyle, you had included advocacy activity

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ies and here in Georgia, tomorrow is the

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last day to register to vote

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. I don't know if that's true for all states, but certain

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ly this is a crucial time

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. So considering advocacy activities, with or without

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volunteers, tomorrow is the last day to

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register to vote. Thank you for that. Yes

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, any experience with volunteer programs or volunteer activities or

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anything like that, we'd be very happy

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to hear from you. Anybody got anything to share

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? >> KYLE KLEIST:

00:10:37.000 --> 00:10:41.000

You bring up a great one around voting, Linda. I'm involved

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in the Wisconsin Disability Vote Coalition

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and wonderful volunteer

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s, people, individuals with disabilities out in the community

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really -- and Wisconsin has been dealing with a number of efforts

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around absentee ballot

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s, issues returning

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ballots, things like that, so it's been a great way for

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a lot of volunteer advocates really to

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network and engage around some of the voting issues here in Wisconsin

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.

00:11:17.000 --> 00:11:21.000

So a wonderful example and I'm just so excited

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about interacting with so many of the volunteers in that way

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. >> LINDA POGUE: Mm-hmm. >> KYLE KLEIST: But

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yeah, so throwing it out to people. >> LINDA POGUE: Yes.

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How do you use volunteers at your Center

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? Or how has been your personal

00:11:37.000 --> 00:11:40.000

experience of volunteering? Or anything related to volunteer

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s and Independent Living. How many times do we say:

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Oh, there's so much work we can do, if only we had more people.

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What we need is some volunteers. And then is there

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somebody who is working on that? Are there groups of people working on

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that? I'd love to know. I bet other -- the other almost

00:11:57.000 --> 00:12:00.000

a hundred people who are participating in this call would be

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interested to know, too, so you can put it in the Q&A or

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raise your hand and say what you'd like

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to say. You would be so welcome. We'd really appreciate

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it.

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>> KYLE KLEIST: As Linda said, feel free to raise your hand and speak

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up. >> ABBY RITTER:

00:12:20.000 --> 00:12:23.000

Linda and Kyle, this is Abby -- oh, Shaylin, go for it

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. >> SHAYLIN SLUZALIS: This is Shaylin. First I'll read a comment in

00:12:26.000 --> 00:12:29.000

the chat and then I'll read a question that we have in the Q&A and I

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see some more starting to come in.

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Shana says : Aside from what's on the list, we have

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volunteers working the front desk, answering the phone, greeting

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visitors, taking temperatures as people come in the office, and assisting

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with the intake forms. And then we have a

00:12:45.000 --> 00:12:48.000

question from Katelyn who says: How do

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CILs navigate the liberty issue

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with volunteers drivers, whether it's to help

00:12:55.000 --> 00:12:58.000

voting or transportation, to help get people to recreation

00:12:58.000 --> 00:13:01.000

al activities or medical appointments? And then before I let

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you respond, I'll read two other comments I see here around your

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feedback that you are asking for. I see folks from

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Disability Network saying: I would love to hear approaches to

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volunteer recruitment. This has been a difficult area for

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our CIL. And I see Lydia saying:

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We use volunteers at the front desk to assist with the phone and to

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assist with fundraising events. >> KYLE KLEIST: Wonderful. >> LINDA POGUE:

00:13:24.000 --> 00:13:27.000

Thank you, Shaylin, appreciate it. >> KYLE KLEIST: Yes.

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Yes, we do have an umbrella policy here at our

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Center that also covers our volunteers, it

00:13:33.000 --> 00:13:36.000

covers our drivers as well. I'll be honest

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, I believe it's around a one million dollar

00:13:40.000 --> 00:13:43.000

policy. It's really not that expensive,

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so something you might -- I know a lot of

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Centers now have similar policies.

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But, yes. And with our volunteer drivers,

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they also have -- we require them to have their own insurance as well

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. So they need to have their vehicle insured. We need

00:13:59.000 --> 00:14:02.000

to have prove of that insurance. We check it twice a

00:14:02.000 --> 00:14:06.000

year just to ensure that

00:14:06.000 --> 00:14:09.000

they have continued insurance on their vehicle if they're

00:14:09.000 --> 00:14:12.000

going to be a driver for us. Yes, from the Center perspective

00:14:12.000 --> 00:14:16.000

we do have an umbrella policy that does cover our volunteer

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s and that includes all of our activities that we might use

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volunteers

00:14:22.000 --> 00:14:26.000

. >> LINDA POGUE: The other question I heard was about

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recruitment, but I know that's on the list to chat about in a little while. Or did

00:14:29.000 --> 00:14:32.000

you want to mention it now? Whatever makes sense.

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>> KYLE KLEIST: Why don't we talk about it as we get into it because

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there's really a lot that goes into recruitment. >> LINDA POGUE: Yeah

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. So thank you for responding to us

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with any questions or ideas or experiences

00:14:48.000 --> 00:14:52.000

around volunteering. Shall

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we move on to the next part and see how things go

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? We can always come back. We're interested in hearing on any topic

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at any time, regardless of whatever slide we happen to be

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talking about. So five thing

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to think about when using volunteers.

00:15:08.000 --> 00:15:11.000

One: Training. Two: Staff time

00:15:11.000 --> 00:15:16.000

. Three: Goal or goals. Four:

00:15:16.000 --> 00:15:19.000

The Recruitment Plan. And five: Connecting people

00:15:19.000 --> 00:15:22.000

. Those are the things we have

00:15:22.000 --> 00:15:25.000

. Is there other things you would like to add to that conversation

00:15:25.000 --> 00:15:29.000

? Clearly recruitment is already been asked. Are

00:15:29.000 --> 00:15:32.000

there other elements of this that you have questions

00:15:32.000 --> 00:15:35.000
particularly about? Ideas? Questions

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? Thoughts? Any of those are interested to us about

00:15:38.000 --> 00:15:41.000
volunteers. Thank you.

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Do you want to start talking about your experience

00:15:45.000 --> 00:15:47.000
s as it's quite extensive, Kyle, with

00:15:47.000 --> 00:15:51.000
this list? >> KYLE KLEIST: Well, sure. >> LINDA POGUE: Thank you.

00:15:51.000 --> 00:15:57.000
>> KYLE KLEIST: Yeah, one of the things -- so if

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we wanted to know if people have

00:16:00.000 --> 00:16:03.000
anything to add. But when it comes to training our

00:16:03.000 --> 00:16:07.000
volunteers, to give you a great example, one of the things

00:16:07.000 --> 00:16:10.000
, and great time for this, last

00:16:10.000 --> 00:16:14.000
Friday our

00:16:14.000 --> 00:16:17.000
Transportation Director, Bobby, her

00:16:17.000 --> 00:16:21.000
and our Transportation Staff held their

00:16:21.000 --> 00:16:24.000

annual volunteer driver training. So not only a training that

00:16:24.000 --> 00:16:28.000

we do -- and it was in-person

00:16:28.000 --> 00:16:31.000

and hybrid -- but

00:16:31.000 --> 00:16:35.000

we open it up to other

00:16:35.000 --> 00:16:38.000

Volunteer Driver Programs in our area because there

00:16:38.000 --> 00:16:42.000

are Counties and other ones that operate

00:16:42.000 --> 00:16:45.000

volunteer drivers. So, yeah, we bring in over a

00:16:45.000 --> 00:16:49.000

hundred drivers. When we look at

00:16:49.000 --> 00:16:52.000

going through a number of things. They just did

00:16:52.000 --> 00:16:55.000

a wonderful one on mental health because we

00:16:55.000 --> 00:16:58.000

transport a number of persons with

00:16:58.000 --> 00:17:01.000

mental health. We are actually

00:17:01.000 --> 00:17:04.000

a crisis response, so we will transport a

00:17:04.000 --> 00:17:07.000

person to a mental health facility in a time of crisis as

00:17:07.000 --> 00:17:11.000

well. So we have done ones on

00:17:11.000 --> 00:17:15.000

bloodborne pathogens, we've done -- oh, jeez

00:17:15.000 --> 00:17:18.000

, I'd have to go back, the number of

00:17:18.000 --> 00:17:21.000

different topics we have covered. We also do an initial

00:17:21.000 --> 00:17:26.000

training. So every time a person is recruited, whether it be

00:17:26.000 --> 00:17:29.000

for -- specifically for peer support or for our

00:17:29.000 --> 00:17:33.000

Volunteer Driver Program, yeah, we have an initial training that we

00:17:33.000 --> 00:17:36.000

go through, whether it's our

00:17:36.000 --> 00:17:40.000

peer support Staff or the

00:17:40.000 --> 00:17:43.000

Transportation Director. A lot of it consist

00:17:43.000 --> 00:17:46.000

s of the paper work as well, but we also like

00:17:46.000 --> 00:17:49.000

to touch on the IL philosophy as

00:17:49.000 --> 00:17:52.000

well. You know, tell them a little bit about who we

00:17:52.000 --> 00:17:55.000

are as an Independent Living Center.

00:17:55.000 --> 00:17:58.000

We really feel that is important for training. Not only are

00:17:58.000 --> 00:18:02.000

we bringing them in to volunteer, but we want them to know about

00:18:02.000 --> 00:18:05.000

our Center as well. Even a little bit of history about our

00:18:05.000 --> 00:18:09.000

Center, not just IL in general, but a little bit

00:18:09.000 --> 00:18:12.000

about our history and who we with are. So some of

00:18:12.000 --> 00:18:15.000

the things we have done, I

00:18:15.000 --> 00:18:18.000

know, Linda, you talked a lot about the

00:18:18.000 --> 00:18:21.000

extensive work you have done around

00:18:21.000 --> 00:18:25.000

peer support training for people with disabilities to be mentors. >> LINDA POGUE:

00:18:25.000 --> 00:18:28.000

Right. Let me repeat a

00:18:28.000 --> 00:18:31.000

little of those. I'm sorry if it is repetitious

00:18:31.000 --> 00:18:34.000

for people that were with us on the last part of this call, but

00:18:34.000 --> 00:18:37.000

we're so glad you are here now. Peer support is something

00:18:37.000 --> 00:18:41.000

of particular

00:18:41.000 --> 00:18:44.000

interest to me and I think it's such a powerful tool we have

00:18:44.000 --> 00:18:47.000

in the Independent Living world. I'm not sure it gets the recognition, words

00:18:47.000 --> 00:18:50.000

might be said about peer support, but I would like people to

00:18:50.000 --> 00:18:54.000

understand more about just how marvelous it is

00:18:54.000 --> 00:18:57.000

for supporting people to gain or re-

00:18:57.000 --> 00:19:00.000

gain control in our lives. So the

00:19:00.000 --> 00:19:04.000

peer support that I facilitate

00:19:04.000 --> 00:19:07.000

does, indeed, have that element of con

00:19:07.000 --> 00:19:10.000

text, I like to call it, about IL history,

00:19:10.000 --> 00:19:13.000

how we come to be here, what is peer SPOR

00:19:13.000 --> 00:19:16.000

support? And in my mind, what is it so important

00:19:16.000 --> 00:19:19.000

? And then talking about practicing

00:19:19.000 --> 00:19:23.000

the skills of listening and responding

00:19:23.000 --> 00:19:27.000

with people and other skills

00:19:27.000 --> 00:19:30.000

that are important in peer support, but especially

00:19:30.000 --> 00:19:33.000

listening and responding. Thinking about how to connect people

00:19:33.000 --> 00:19:37.000

with resources in the community. Lots of times

00:19:37.000 --> 00:19:40.000

people think peer support is just about connecting with

00:19:40.000 --> 00:19:43.000

resources and while they are really important, without the other element

00:19:43.000 --> 00:19:46.000

s of peer support, I don't think it's quite so meaningful.

00:19:46.000 --> 00:19:50.000

And then the part of being a

00:19:50.000 --> 00:19:53.000

peer supporter is

00:19:53.000 --> 00:19:56.000

about knowing your own boundaries

00:19:56.000 --> 00:19:59.000

and building trust and issues

00:19:59.000 --> 00:20:02.000

of confidentiality and so on and so forth.

00:20:02.000 --> 00:20:06.000

And what about dealing with critical situations

00:20:06.000 --> 00:20:09.000

? They are still relatively rare, I'm glad to

00:20:09.000 --> 00:20:12.000

say, but some people do have to deal with critical situations,

00:20:12.000 --> 00:20:15.000

and how best to do that. And ultimately, how do

00:20:15.000 --> 00:20:18.000

we look after ourselves and each other as peer supporters

00:20:18.000 --> 00:20:21.000

? And that probably could be said for any kind of volunteer

00:20:21.000 --> 00:20:25.000

role

00:20:25.000 --> 00:20:28.000

. We recognize it's an effort and we want to make sure people are doing

00:20:28.000 --> 00:20:31.000

well when they are making the effort,

00:20:31.000 --> 00:20:34.000

sharing their skills, and talent and time with us

00:20:34.000 --> 00:20:37.000

. >> KYLE KLEIST: And, Linda, I wanted to share a specific

00:20:37.000 --> 00:20:40.000

example around events and activities. >> LINDA POGUE:

00:20:40.000 --> 00:20:44.000

Mm-hmm. >> KYLE KLEIST: One of the things we have been doing for a number of

00:20:44.000 --> 00:20:47.000

years, I don't know if people in the Independent Living world have

00:20:47.000 --> 00:20:51.000

heard about fishing has no

00:20:51.000 --> 00:20:54.000

boundaries

00:20:54.000 --> 00:20:57.000

, actually their national chapter is

00:20:57.000 --> 00:21:00.000

out of Hayward, Wisconsin,

00:21:00.000 --> 00:21:03.000

but it's a fishing event for

00:21:03.000 --> 00:21:07.000

individuals with disabilities. So we have been the sponsor

00:21:07.000 --> 00:21:10.000

of the Chippewa value

00:21:10.000 --> 00:21:13.000

valley chapter of Fishing

00:21:13.000 --> 00:21:16.000

has no Boundaries. When we look at the volunteers

00:21:16.000 --> 00:21:19.000

we use, we have been so fortunate, we have

00:21:19.000 --> 00:21:23.000

teachers from the Lake Holcom

00:21:23.000 --> 00:21:26.000

b High School, which is right next to where

00:21:26.000 --> 00:21:29.000

our event is held, and students from both

00:21:29.000 --> 00:21:34.000

the Honor Society and the

00:21:34.000 --> 00:21:38.000

-- oh, what is it?

00:21:38.000 --> 00:21:41.000

I always forget the acronym, it's the

00:21:41.000 --> 00:21:45.000

Future Farmers of America, one of those groups.

00:21:45.000 --> 00:21:48.000

Anyways, when I put in the planning, marketing

00:21:48.000 --> 00:21:51.000

, coordination, they do a wonderful job

00:21:51.000 --> 00:21:54.000

. And we also

00:21:54.000 --> 00:21:57.000

have pont OSHGS NSHGS

00:21:57.000 --> 00:22:00.000

oons that we use. We

00:22:00.000 --> 00:22:04.000

have people that volunteer their time, volunteer their pon

00:22:04.000 --> 00:22:07.000

toon for the day. And one of the things we really

00:22:07.000 --> 00:22:10.000

do, one of my favorite things I have been doing for years is I get

00:22:10.000 --> 00:22:15.000

to do, like, the disability etiquette thing. You

00:22:15.000 --> 00:22:20.000

know, I talk

00:22:20.000 --> 00:22:24.000

about -- I love the Ten Commandments

00:22:24.000 --> 00:22:27.000

for interantibiotic ing

00:22:27.000 --> 00:22:30.000

acting with persons with disability

00:22:30.000 --> 00:22:33.000

ies. The High School students really enjoy that. It's a little

00:22:33.000 --> 00:22:36.000

training I do to start the day out and --

00:22:36.000 --> 00:22:40.000

but it's just part of the -- and, you know,

00:22:40.000 --> 00:22:43.000

we also go over safety training as well. So we talk about

00:22:43.000 --> 00:22:46.000

if it's going to be cold out there, if it's going to be hot, you know

00:22:46.000 --> 00:22:50.000

, making sure we cover first aid-types of things

00:22:50.000 --> 00:22:55.000

. So that's just an example of

00:22:55.000 --> 00:22:59.000

one of the events that we do here at our

00:22:59.000 --> 00:23:02.000

Center. And so I would love to hear about our

00:23:02.000 --> 00:23:05.000

events like that that other Independent Living Center

00:23:05.000 --> 00:23:08.000

are involved in. I know we have another

00:23:08.000 --> 00:23:12.000

one Midstate Independent Living over

00:23:12.000 --> 00:23:15.000

in Wassau, they do an

00:23:15.000 --> 00:23:19.000

adaptive ski event where they got a lot of volunteers and stuff

00:23:19.000 --> 00:23:23.000

together and it's a really cool adaptive skiing event for

00:23:23.000 --> 00:23:26.000

persons with disabilities. >> LINDA POGUE: That's great to hear about.

00:23:26.000 --> 00:23:29.000

Thank you. And like everything else, when we do an activity, that's

00:23:29.000 --> 00:23:32.000

fantastic just in and of itself, and then it's the

00:23:32.000 --> 00:23:35.000

ramifications from that, how people can learn

00:23:35.000 --> 00:23:38.000

more about Independent Living and respect for people with

00:23:38.000 --> 00:23:42.000

disabilities. Mm-hmm. Terrific!

00:23:42.000 --> 00:23:45.000

Well, we do a number of different

00:23:45.000 --> 00:23:49.000

advocacy programs at disABILITY LINK, like lots of

00:23:49.000 --> 00:23:52.000

centers for Independent Living. In Georgia we have a legislature

00:23:52.000 --> 00:23:55.000

that meets at the beginning of the year, only for a short while

00:23:55.000 --> 00:23:59.000

, so everybody has their

00:23:59.000 --> 00:24:02.000

advocacy days and we have been doing those virtually.

00:24:02.000 --> 00:24:05.000

Recently, of course. And

00:24:05.000 --> 00:24:08.000

in-person for many years.

00:24:08.000 --> 00:24:12.000

And, you know, it's that simple notion

00:24:12.000 --> 00:24:15.000

that when we realized there's not very many

00:24:15.000 --> 00:24:18.000

people who actually talk to the Legislators, so

00:24:18.000 --> 00:24:21.000

when you do, what a powerful influence you

00:24:21.000 --> 00:24:24.000

have. And armed with that information

00:24:24.000 --> 00:24:27.000

, people do a fantastic job

00:24:27.000 --> 00:24:30.000

of meeting with their Legislators and we

00:24:30.000 --> 00:24:34.000

provide support and information as required. Some people are,

00:24:34.000 --> 00:24:37.000

obviously, able to speak eloquently on a topic

00:24:37.000 --> 00:24:40.000

because they have had personal experience of it, other times

00:24:40.000 --> 00:24:44.000

people need some assistance, some ideas and training about whatever

00:24:44.000 --> 00:24:47.000

the topic is. But, you know,

00:24:47.000 --> 00:24:50.000

the topics they are so very familiar.

00:24:50.000 --> 00:24:53.000

Access to healthcare, housing, employment, education,

00:24:53.000 --> 00:24:57.000

all the things that impact

00:24:57.000 --> 00:25:00.000

the Disability Community. We've had a lot of

00:25:00.000 --> 00:25:03.000

fun and have been very effective, I think

00:25:03.000 --> 00:25:06.000

, on our advocacy efforts. Of course,

00:25:06.000 --> 00:25:09.000

we can always do better. Of course, we can always do better. And

00:25:09.000 --> 00:25:13.000

they usually involve our Staff and our volunteers

00:25:13.000 --> 00:25:17.000

and consumers and family and

00:25:17.000 --> 00:25:20.000

friends. Anybody who is interested and use

00:25:20.000 --> 00:25:23.000
ing their time and energy to that regard.

00:25:23.000 --> 00:25:27.000
>> KYLE KLEIST: Wonderful. >> LINDA POGUE: Sorry, go ahead.

00:25:27.000 --> 00:25:30.000
>> KYLE KLEIST: No, I was just going to

00:25:30.000 --> 00:25:33.000
add, a wonderful example, Linda.

00:25:33.000 --> 00:25:37.000
We had such an active group, I don't know if people

00:25:37.000 --> 00:25:40.000
are tired after lunch, but love to hear what

00:25:40.000 --> 00:25:43.000
some of the different things

00:25:43.000 --> 00:25:47.000
that Independent Living Centers are using volunteers for

00:25:47.000 --> 00:25:50.000
. Anybody that would be willing to raise your hand and chime

00:25:50.000 --> 00:25:54.000
in? >> LINDA POGUE: I see Shaylin, I

00:25:54.000 --> 00:25:57.000
bet she's got something to share with us. >> SHAYLIN SLUZALIS: I do. I have

00:25:57.000 --> 00:26:00.000
see Maria has a question and I do see we have hand up. So first I'll

00:26:00.000 --> 00:26:03.000
read Maria's question. She asks:

00:26:03.000 --> 00:26:09.000
Do you consider working with partner organizations to be volunteers?

00:26:09.000 --> 00:26:12.000

>> KYLE KLEIST: Hmm. >> LINDA POGUE: I would say "yes"

00:26:12.000 --> 00:26:15.000
for the most part. Obviously every situation

00:26:15.000 --> 00:26:18.000
is different, but we always like to make sure any partners that

00:26:18.000 --> 00:26:22.000
we have have an understanding of

00:26:22.000 --> 00:26:25.000
Independent Living and why we are where we are and what we do, we

00:26:25.000 --> 00:26:28.000
do all that stuff, absolutely. Yes. >> KYLE KLEIST: Yes. Yeah

00:26:28.000 --> 00:26:31.000
, wonderful. We have

00:26:31.000 --> 00:26:35.000
just partnered with two of our aging and

00:26:35.000 --> 00:26:39.000
disability resources centers. A week ago we did

00:26:39.000 --> 00:26:42.000
a wonderful advocacy training for older persons. Very well

00:26:42.000 --> 00:26:45.000
attended.

00:26:45.000 --> 00:26:48.000
And as Linda talked about, provided some really

00:26:48.000 --> 00:26:52.000
great skits on how to interact and talk with your leg

00:26:52.000 --> 00:26:54.000
Legislators, things like that. So, yeah, I would consider that

00:26:54.000 --> 00:26:58.000
volunteering. >> SHAYLIN SLUZALIS: Absolutely.

00:26:58.000 --> 00:27:02.000

I see hands are starting to go up. I read that

00:27:02.000 --> 00:27:06.000

we have Maniesha

00:27:06.000 --> 00:27:09.000

. I hope I said that okay,

00:27:09.000 --> 00:27:12.000

providing an example on connecting volunteers to meet

00:27:12.000 --> 00:27:15.000

social needs during COVID. And I see some folks

00:27:15.000 --> 00:27:18.000

agreeing with that.

00:27:18.000 --> 00:27:21.000

Let's see if we can get Vicki to ask her question

00:27:21.000 --> 00:27:28.000

or comment.

00:27:28.000 --> 00:27:31.000

>> VICKI: Yes, my name is Vicki and I am a

00:27:31.000 --> 00:27:34.000

Board Member from Wyoming Independent Living. I

00:27:34.000 --> 00:27:37.000

just want to speak to advocacy and contacting the

00:27:37.000 --> 00:27:40.000

Legislators. I've done a lot of lobbying for different --

00:27:40.000 --> 00:27:44.000

for education, Medicaid expansion, and

00:27:44.000 --> 00:27:47.000

disability awareness

00:27:47.000 --> 00:27:50.000

. And I can tell you that at least in Wyoming we

00:27:50.000 --> 00:27:53.000

do have volunteer Legislators, but they are so

00:27:53.000 --> 00:27:56.000

appreciative and it's so effective for people to meet

00:27:56.000 --> 00:28:00.000

with their Legislators, either at home before the session starts

00:28:00.000 --> 00:28:03.000

, or to go at the session. And we have a training that

00:28:03.000 --> 00:28:06.000

we put together that we did for

00:28:06.000 --> 00:28:09.000

a support group for Wyoming Independent Living on

00:28:09.000 --> 00:28:13.000

how to advocate with e-mails and

00:28:13.000 --> 00:28:18.000

personal meetings and going

00:28:18.000 --> 00:28:21.000

to legislature to lobby. So it's not very

00:28:21.000 --> 00:28:24.000

hard to put together and it's an absolute effective

00:28:24.000 --> 00:28:27.000

thing to do that

00:28:27.000 --> 00:28:31.000

lobbying. And people with disabilities themselves going down to lobby is much

00:28:31.000 --> 00:28:34.000

, much more meaningful than me going to

00:28:34.000 --> 00:28:37.000

lobby for them. So I would encourage every CIL to

00:28:37.000 --> 00:28:40.000

kind to try to start that and just start it. Do a little bit

00:28:40.000 --> 00:28:43.000
of a training and just go down there

00:28:43.000 --> 00:28:49.000
with a couple volunteers that have

00:28:49.000 --> 00:28:52.000
disabilities and just talk to the Legislators and I think you will find

00:28:52.000 --> 00:28:55.000
some real positive results. Thank you. >> LINDA POGUE: Yes

00:28:55.000 --> 00:28:59.000
, thank you, Vicki. I appreciate your

00:28:59.000 --> 00:29:03.000
enthusiasm on that one, absolutely. >> KYLE KLEIST: Yes. >> LINDA POGUE: So

00:29:03.000 --> 00:29:06.000
at disABILITY LINK we have done it in various ways, but

00:29:06.000 --> 00:29:09.000
we often have a general training about communicating with

00:29:09.000 --> 00:29:12.000
Legislators right at the beginning of the year

00:29:12.000 --> 00:29:15.000
because our session begins that first week in January.

00:29:15.000 --> 00:29:18.000
And then we might do something like

00:29:18.000 --> 00:29:21.000
a training on a specific topic one

00:29:21.000 --> 00:29:25.000
week and then go and visit the following week, having

00:29:25.000 --> 00:29:28.000
received that specific information albeit

00:29:28.000 --> 00:29:32.000

about the things that we talk about constantly. And

00:29:32.000 --> 00:29:35.000

that has worked. People, once

00:29:35.000 --> 00:29:38.000

armed with a little bit of information and the recognition that what

00:29:38.000 --> 00:29:42.000

they are doing is important, usually do a terrific job, typically

00:29:42.000 --> 00:29:45.000

do a terrific job of

00:29:45.000 --> 00:29:48.000

getting a hold of their Legislators and having them listen to what

00:29:48.000 --> 00:29:51.000

it's like to live with a challenge, whatever

00:29:51.000 --> 00:29:55.000

it is, the transportation or the access to whatever. Yeah

00:29:55.000 --> 00:29:58.000

. And lots of fun

00:29:58.000 --> 00:30:02.000

after, yes.

00:30:02.000 --> 00:30:05.000

>> SHAYLIN SLUZALIS: I see we have Marilyn's hand up

00:30:05.000 --> 00:30:08.000

. I'll let Marilyn speak. You should be able to speak,

00:30:08.000 --> 00:30:11.000

Marilyn. >> MARILYN: Okay

00:30:11.000 --> 00:30:14.000

. My name is Marilyn Bennet

00:30:14.000 --> 00:30:18.000

t, I'm an advocate with

00:30:18.000 --> 00:30:21.000

Center in Santa Fe, New Mexico and

00:30:21.000 --> 00:30:24.000

we serve nine Counties in northern New Mexico

00:30:24.000 --> 00:30:27.000

. There are five Center in our state. You may or

00:30:27.000 --> 00:30:30.000

may not have heard, it was on the national news

00:30:30.000 --> 00:30:34.000

, apparently we had huge wildfires that

00:30:34.000 --> 00:30:37.000

were very hard to control and a lot of our

00:30:37.000 --> 00:30:40.000

rural areas were impacted by

00:30:40.000 --> 00:30:43.000

that and are continuing to be impacted. FEMA is a

00:30:43.000 --> 00:30:47.000

partner in this, trying to get

00:30:47.000 --> 00:30:50.000

the word out. We recently had the need

00:30:50.000 --> 00:30:53.000

of reaching out to partners in our rural areas

00:30:53.000 --> 00:30:56.000

because the aftermath of the fires once they were put

00:30:56.000 --> 00:30:59.000

out was that people lost their homes in a lot of these rural

00:30:59.000 --> 00:31:03.000

communities in Mora and

00:31:03.000 --> 00:31:07.000

Las Vegas

00:31:07.000 --> 00:31:10.000

, New Mexico and other rural areas in that part

00:31:10.000 --> 00:31:13.000

of the state, and they also lost their drinking

00:31:13.000 --> 00:31:17.000

water because the fire burned so hot, there was nothing

00:31:17.000 --> 00:31:20.000

left and it washed into the watershed, so people could

00:31:20.000 --> 00:31:23.000

not drink the water. So we partnered with

00:31:23.000 --> 00:31:26.000

the Community Foundation, one in Las Vegas and another

00:31:26.000 --> 00:31:30.000

second \$10,000 grant to get water purchased

00:31:30.000 --> 00:31:33.000

for this. And as you can imagine, we needed

00:31:33.000 --> 00:31:37.000

quite a lot of water. We purchased

00:31:37.000 --> 00:31:40.000

\$10,000 worth of water. >> LINDA POGUE: Wow!

00:31:40.000 --> 00:31:44.000

>> MARILYN: We need partners to store

00:31:44.000 --> 00:31:47.000

the water and distribute the water. We have an advocate

00:31:47.000 --> 00:31:50.000

who lives in Springer, but works out of the Las Vegas

00:31:50.000 --> 00:31:53.000

office for us, he was able to partner with the local

00:31:53.000 --> 00:31:57.000
community and the LOE

00:31:57.000 --> 00:32:00.000
Lowe's

00:32:00.000 --> 00:32:03.000
up there was extremely excited about purchasing the

00:32:03.000 --> 00:32:06.000
water and that was a major achievement in itself

00:32:06.000 --> 00:32:10.000
, getting it all delivered. We needed to put

00:32:10.000 --> 00:32:13.000
it somewhere so we could get it

00:32:13.000 --> 00:32:16.000
distributed. The local High School up there

00:32:16.000 --> 00:32:19.000
was able to donate their gymnasium

00:32:19.000 --> 00:32:23.000
and forklift to move this water into a

00:32:23.000 --> 00:32:26.000
safe place until the distribution day, which was two weeks

00:32:26.000 --> 00:32:30.000
ago. And we advertised it, so we had

00:32:30.000 --> 00:32:33.000
partner agencies, radio, TV, word-of-mouth

00:32:33.000 --> 00:32:36.000
, the homecoming parades

00:32:36.000 --> 00:32:39.000
were part of this, getting it off of a flatbed truck as

00:32:39.000 --> 00:32:42.000
it went down the street. But we had a day where

00:32:42.000 --> 00:32:46.000

we had miles of cars just coming through and we needed the ware

00:32:46.000 --> 00:32:49.000

house Staff to help us unload this and there

00:32:49.000 --> 00:32:52.000

were about eight men in this High School who were

00:32:52.000 --> 00:32:55.000

the Superintendent let them assist us

00:32:55.000 --> 00:32:59.000

. You know, they were paying for it. So it was wonderful

00:32:59.000 --> 00:33:02.000

. It was quite a very physical day. You can imagine

00:33:02.000 --> 00:33:05.000

our Staff is not -- we don't do physical work, that's

00:33:05.000 --> 00:33:08.000

not our thing, right? [Laughter] We're

00:33:08.000 --> 00:33:12.000

centers for Independent Living. But we all do our part and people were just

00:33:12.000 --> 00:33:16.000

so joyous about the whole thing. It is a

00:33:16.000 --> 00:33:19.000

very good community-minded SDA

00:33:19.000 --> 00:33:22.000

day. We also gave out diaper

00:33:22.000 --> 00:33:25.000

s and formula with a different grant from a month

00:33:25.000 --> 00:33:28.000

earlier. We have an Early Intervention Program,

00:33:28.000 --> 00:33:32.000

so we work with children zero to 3 years

00:33:32.000 --> 00:33:35.000

old as well, and that's a Medicaid-base

00:33:35.000 --> 00:33:38.000

d program which provides

00:33:38.000 --> 00:33:41.000

therapeutic services to families with children who are identified

00:33:41.000 --> 00:33:45.000

as having developmental delays. Again, we were able to

00:33:45.000 --> 00:33:48.000

partner with a local foundation to get that and get that

00:33:48.000 --> 00:33:52.000

distributed to people. And as well, we teach health classes

00:33:52.000 --> 00:33:55.000

with a partnership through the Department of Health. And we are the

00:33:55.000 --> 00:33:59.000

volunteers. We're paid by New

00:33:59.000 --> 00:34:02.000

Vistas to do this, but the Department of Health is

00:34:02.000 --> 00:34:06.000

gaining laypeople to teach these

00:34:06.000 --> 00:34:09.000

chronic disease

00:34:09.000 --> 00:34:13.000

self-management classes with diabetes and everything. It's a

00:34:13.000 --> 00:34:16.000

well-known program that's been developed

00:34:16.000 --> 00:34:19.000

by Stanford. Those are the types of ways we have been using volunteers

00:34:19.000 --> 00:34:22.000

. And, of course, our parents and families

00:34:22.000 --> 00:34:25.000

are really good volunteers as well. That's a good base to

00:34:25.000 --> 00:34:28.000

draw from. They are always willing to do things for us. Thank you.

00:34:28.000 --> 00:34:32.000

>> KYLE KLEIST: Thank you, Marilyn. Those are some wonderful examples, yes.

00:34:32.000 --> 00:34:35.000

You bring up a great thing that we look

00:34:35.000 --> 00:34:39.000

at natural disasters and how that impacts

00:34:39.000 --> 00:34:42.000

our consumers. Answer

00:34:42.000 --> 00:34:45.000

And I know so many Independent Living Centers

00:34:45.000 --> 00:34:48.000

have helped around coordinating volunteers. I can only

00:34:48.000 --> 00:34:51.000

imagine what's going on in Florida right now. I think of all the work

00:34:51.000 --> 00:34:54.000

around Katrina, but I think of the flooding

00:34:54.000 --> 00:34:57.000

in Texas and other areas that's gone on recently. I

00:34:57.000 --> 00:35:01.000

mean, how much that has impacted the lives

00:35:01.000 --> 00:35:04.000

of individuals with disabilities and I'm sure the Independent Living Center

00:35:04.000 --> 00:35:08.000

s many times have been at the forefront of working with volunteer

00:35:08.000 --> 00:35:11.000

s and helping the

00:35:11.000 --> 00:35:14.000

individuals, our brothers and sisters, out there that are being

00:35:14.000 --> 00:35:17.000

impacted by these natural disasters get back on their

00:35:17.000 --> 00:35:21.000

feet again. Other examples?

00:35:21.000 --> 00:35:24.000

>> LINDA POGUE: I just wants to say thank you to Marilyn, too, for

00:35:24.000 --> 00:35:27.000

raising -- well, telling us about the lots of things you are doing, but

00:35:27.000 --> 00:35:31.000

raising the issue that centers for Independent Living

00:35:31.000 --> 00:35:34.000

are good at responding immediately

00:35:34.000 --> 00:35:37.000

to needs, as much as immediately as anybody can,

00:35:37.000 --> 00:35:40.000

and natural disasters. Much

00:35:40.000 --> 00:35:43.000

of our work is really about life and death for people. So thank you very much

00:35:43.000 --> 00:35:46.000

. >> SHAYLIN SLUZALIS: This is Shaylin. I just needed to chime in and

00:35:46.000 --> 00:35:50.000

I want to point folks to the chat and also to APRIL's

00:35:50.000 --> 00:35:54.000

website. APRIL does have an

00:35:54.000 --> 00:35:57.000

emergency preparedness and response Committee. We

00:35:57.000 --> 00:36:00.000
meet every second Monday of

00:36:00.000 --> 00:36:03.000
the month, except for this due to

00:36:03.000 --> 00:36:06.000
to

00:36:06.000 --> 00:36:10.000
the Conference. And folks can join

00:36:10.000 --> 00:36:14.000
us and learn the practices and

00:36:14.000 --> 00:36:17.000
resources around disasters and emergencies. Thanks, Marilyn for

00:36:17.000 --> 00:36:20.000
all of your work and sharing that with us. I want to

00:36:20.000 --> 00:36:23.000
read a quick couple questions we have in the Q&A box for you

00:36:23.000 --> 00:36:27.000
both. Just want to read a comment first from an

00:36:27.000 --> 00:36:30.000
anonymous attendee that just says: Want to give a huge

00:36:30.000 --> 00:36:33.000
kudos and shout-out to know there

00:36:33.000 --> 00:36:36.000
are CIL Board Members on this call. Thank you all. We also

00:36:36.000 --> 00:36:39.000
have somebody asking: For those that

00:36:39.000 --> 00:36:42.000
have volunteers advocating by contacting Legislators and

00:36:42.000 --> 00:36:46.000

lobbying, do you send the volunteers there or do you open them or have

00:36:46.000 --> 00:36:50.000

it solely as volunteer? I ask because having

00:36:50.000 --> 00:36:53.000

consumers testifying to Legislators is

00:36:53.000 --> 00:36:56.000

great and needed, but I'm confused how volunteers

00:36:56.000 --> 00:37:00.000

can be sent to do this on behalf of

00:37:00.000 --> 00:37:05.000

CIL rather than those of us in the community getting involved. >> LINDA POGUE: So

00:37:05.000 --> 00:37:08.000

one of the things, we don't lobby

00:37:08.000 --> 00:37:11.000

, right, as centers for Independent Living. We can only

00:37:11.000 --> 00:37:14.000

educate. And that's what we put alongside everything that we do.

00:37:14.000 --> 00:37:17.000

We are not lobbying. We are not able to do that. Well, sometimes

00:37:17.000 --> 00:37:20.000

we have elements that can

00:37:20.000 --> 00:37:24.000

lobby, it gets a bit confusing, depending on where

00:37:24.000 --> 00:37:26.000

our money comes from. Typically we don't lobby

00:37:26.000 --> 00:37:30.000

. We do educate Legislators. And whether it's by

00:37:30.000 --> 00:37:33.000

testimony or personal meetings or getting somebody

00:37:33.000 --> 00:37:37.000

in the hallway, it's always very powerful

00:37:37.000 --> 00:37:40.000

when somebody speaks about an experience that they have

00:37:40.000 --> 00:37:43.000

personally that impacts whatever the decision that is the

00:37:43.000 --> 00:37:46.000

Legislators are making. Always is

00:37:46.000 --> 00:37:50.000

far more powerful than any of the other

00:37:50.000 --> 00:37:53.000

things we can do. And supporting people to do that

00:37:53.000 --> 00:37:56.000

, I think, is our role as

00:37:56.000 --> 00:37:59.000

Centers for Independent Living. People may want to do

00:37:59.000 --> 00:38:02.000

that stuff anyway or maybe they had not even thought they

00:38:02.000 --> 00:38:06.000

had do that and the Center interested them to

00:38:06.000 --> 00:38:09.000

introduced them to the idea of being able to communicate directly

00:38:09.000 --> 00:38:12.000

. I don't know if that answers the question, but

00:38:12.000 --> 00:38:15.000

Kyle, do you have something else to add? >> KYLE KLEIST: No

00:38:15.000 --> 00:38:18.000

, I have nothing else to add. >> SHAYLIN SLUZALIS: And this is Shaylin

00:38:18.000 --> 00:38:22.000

. I think that also addresses the

00:38:22.000 --> 00:38:25.000
additional question on

00:38:25.000 --> 00:38:29.000
a similar topic. Since lobbying cannot be done with

00:38:29.000 --> 00:38:32.000
Federal funding, how do you pay for the time you spend for

00:38:32.000 --> 00:38:35.000
training sessions and the time for Staff to do lobbying activity

00:38:35.000 --> 00:38:38.000
ies. And I think you clarified that by education and information

00:38:38.000 --> 00:38:41.000
. >> KYLE KLEIST: Yes. And making sure you are using unrestricted

00:38:41.000 --> 00:38:48.000
funds.

00:38:48.000 --> 00:38:51.000
Yeah. >> LINDA POGUE: I was going to

00:38:51.000 --> 00:38:55.000
say a simple thanks goodness for volunteers. Marvelous!

00:38:55.000 --> 00:38:58.000
Couldn't do it without you! Couldn't do it without you! So,

00:38:58.000 --> 00:39:01.000
yes, Kyle, bring us back to some of the sensible things we have to think

00:39:01.000 --> 00:39:08.000
about here. >> KYLE KLEIST: Yes, Staff time.

00:39:08.000 --> 00:39:11.000
Oh, Staff time is huge. When I look at the amount of Staff

00:39:11.000 --> 00:39:14.000
time that goes into our Fishing has no

00:39:14.000 --> 00:39:18.000

Boundaries event, there's a lot of it. All

00:39:18.000 --> 00:39:21.000

around coordinating. And my Staff are even

00:39:21.000 --> 00:39:24.000

volunteering their time as well. But doing

00:39:24.000 --> 00:39:28.000

outreach, the amount of time they do outreach,

00:39:28.000 --> 00:39:31.000

trying to recruit individuals as

00:39:31.000 --> 00:39:34.000

volunteers, doing the trainings, things like that. And then

00:39:34.000 --> 00:39:38.000

, you know, when it comes to our Volunteer Driver Program, boy

00:39:38.000 --> 00:39:42.000

, going out and doing the outreach and recruitment

00:39:42.000 --> 00:39:45.000

is probably 25%

00:39:45.000 --> 00:39:48.000

of my trance

00:39:48.000 --> 00:39:51.000

Transportation

00:39:51.000 --> 00:39:54.000

Directors job along with training. And one of the other thing that has

00:39:54.000 --> 00:39:58.000

really come to light are background checks. With our

00:39:58.000 --> 00:40:01.000

Volunteer Driver Program, other ones, so we're transporting persons

00:40:01.000 --> 00:40:04.000

who are vulnerable with health conditions

00:40:04.000 --> 00:40:07.000
, so we do conduct background checks.

00:40:07.000 --> 00:40:11.000
It's also -- it's one of the requirements

00:40:11.000 --> 00:40:15.000
as well under receiving our Federal

00:40:15.000 --> 00:40:18.000
Department of Transportation funds as well

00:40:18.000 --> 00:40:21.000
. But, yes, more and

00:40:21.000 --> 00:40:26.000
more. So one of the questions I had for folks

00:40:26.000 --> 00:40:29.000
are, are a lot of people doing background checks

00:40:29.000 --> 00:40:32.000
nowadays? I know that's becoming more of a

00:40:32.000 --> 00:40:36.000
requirement when we look at volunteers.

00:40:36.000 --> 00:40:40.000
But Staff time is huge. Linda, I don't know if you had

00:40:40.000 --> 00:40:43.000
anything else, but I mean, when I look at the amount

00:40:43.000 --> 00:40:47.000
of Staff time that's involved, like I said, it's probably about

00:40:47.000 --> 00:40:50.000
25% of her job is just doing

00:40:50.000 --> 00:40:54.000
a lot of the recruitment and

00:40:54.000 --> 00:40:58.000

training and everything that goes into working with our volunteers. >> LINDA POGUE:

00:40:58.000 --> 00:41:01.000

Well, I'm going to say something that's probably

00:41:01.000 --> 00:41:05.000

easier said than done, of course, which is we want to make

00:41:05.000 --> 00:41:08.000

sure we are getting a good bang for our buck, as they say

00:41:08.000 --> 00:41:11.000

. So when people are using Staff time to do

00:41:11.000 --> 00:41:14.000

that outreach, are we doing as much

00:41:14.000 --> 00:41:17.000

outreach about not just one activity, but the whole

00:41:17.000 --> 00:41:20.000

slou

00:41:20.000 --> 00:41:24.000

gh of things that go on at the CIL, about Independent Living

00:41:24.000 --> 00:41:27.000

, about how other ways people might

00:41:27.000 --> 00:41:30.000

be interested in being involved, even

00:41:30.000 --> 00:41:33.000

if it's not about that particular outreach activity as such.

00:41:33.000 --> 00:41:37.000

So, yes, being mindful about use

00:41:37.000 --> 00:41:40.000

ing outreach really broadly,

00:41:40.000 --> 00:41:43.000

I suppose is what I'm saying. And that's

00:41:43.000 --> 00:41:46.000

difficult to do when you are busy and it requires just a little bit of thought

00:41:46.000 --> 00:41:51.000

and time and energy, so, yeah.

00:41:51.000 --> 00:41:54.000

Other thoughts on Staff

00:41:54.000 --> 00:41:57.000

,

00:41:57.000 --> 00:42:00.000

volunteer relationship and connections and how does that work

00:42:00.000 --> 00:42:03.000

at your CIL? Or

00:42:03.000 --> 00:42:07.000

how do you want it to work at your CIL

00:42:07.000 --> 00:42:10.000

? Anything you have to share, we will be

00:42:10.000 --> 00:42:13.000

very interested and so will the other hundred people on this call. >> KYLE KLEIST:

00:42:13.000 --> 00:42:16.000

I'm curious about Linda's earlier question

00:42:16.000 --> 00:42:19.000

, how many CILs out there have someone where that's

00:42:19.000 --> 00:42:22.000

their specific job is

00:42:22.000 --> 00:42:25.000

around volunteer activities.

00:42:25.000 --> 00:42:29.000

Training coordination. >> LINDA POGUE: Maybe part of a job. Maybe there's volunteering

00:42:29.000 --> 00:42:32.000

and, but they actually have that as a job title as

00:42:32.000 --> 00:42:35.000

opposed to just fitting in with other Staff people. I'd

00:42:35.000 --> 00:42:38.000

be very interested in that. >> KYLE KLEIST: A lot

00:42:38.000 --> 00:42:41.000

of times with events and activities it's kind of seasonal,

00:42:41.000 --> 00:42:44.000

so, like, with our Fishing has no Boundaries,

00:42:44.000 --> 00:42:48.000

it's really, you know, not much time, but as you gear up toward

00:42:48.000 --> 00:42:52.000

the event and activity, a lot more Staff time goes into T.

00:42:52.000 --> 00:42:55.000

it. And then how do you pay for that?

00:42:55.000 --> 00:42:58.000

>> LINDA POGUE: Mm-hmm. There you go.

00:42:58.000 --> 00:43:03.000

>> KYLE KLEIST: How do you budget for that? I know as an

00:43:03.000 --> 00:43:10.000

Executive Director it's something I have to pay attention to.

00:43:10.000 --> 00:43:13.000

>> SHAYLIN SLUZALIS: This is Shaylin. I see we have Maniesha. I

00:43:13.000 --> 00:43:16.000

hope I said that right and she will correct me if not

00:43:16.000 --> 00:43:19.000

. I'll let you talk. You should be able to ask your

00:43:19.000 --> 00:43:22.000

question, Maniesha. NEEK NEEK you are saying

00:43:22.000 --> 00:43:25.000

>> MANIESHA: You are saying that correctly,

00:43:25.000 --> 00:43:28.000

it's Maniesha. We have -- I guess

00:43:28.000 --> 00:43:32.000

we had, I was the one initially a few years

00:43:32.000 --> 00:43:35.000

ago for the company of the organization that I

00:43:35.000 --> 00:43:39.000

work with now, but we have a

00:43:39.000 --> 00:43:43.000

Volunteer Volunteer Coordinator

00:43:43.000 --> 00:43:46.000

, I did an internship and I did

00:43:46.000 --> 00:43:49.000

it through my University, I was the one who coordinated everyone

00:43:49.000 --> 00:43:52.000

for all of the events we had. I went through some of the

00:43:52.000 --> 00:43:55.000

paperwork. I created the entire on boarding system

00:43:55.000 --> 00:43:59.000

for volunteers, which includes, like, all the information, their

00:43:59.000 --> 00:44:02.000

background checks, their skills, their interviews, all of that kind

00:44:02.000 --> 00:44:05.000

of stuff. So that's kind of how we funded it.

00:44:05.000 --> 00:44:08.000

We don't currently have a lot of volunteer work

00:44:08.000 --> 00:44:12.000

going on in the organization, but I thought I'd throw that

00:44:12.000 --> 00:44:15.000
out there for others.

00:44:15.000 --> 00:44:22.000
>> LINDA POGUE: Appreciate that, Maniesha. Yes, certainly.

00:44:22.000 --> 00:44:25.000
>> SHAYLIN SLUZALIS: This is Shaylin. I see Renota saying: We

00:44:25.000 --> 00:44:28.000
as a Staff work as a team and share that

00:44:28.000 --> 00:44:31.000
task, which makes it nice because we are

00:44:31.000 --> 00:44:35.000
all getting experience in this area. >> LINDA POGUE: Hmm. >> KYLE KLEIST: A

00:44:35.000 --> 00:44:38.000
h, great point, share the wealth. When it comes to our

00:44:38.000 --> 00:44:41.000
Fishing has no Boundaries, I have

00:44:41.000 --> 00:44:45.000
two or three Staff. But, Bobby,

00:44:45.000 --> 00:44:48.000
our Transportation Coordinator assists with that as well

00:44:48.000 --> 00:44:51.000
. And then we work with other

00:44:51.000 --> 00:44:54.000
Independent Living Centers as well when it comes to doing recruitment

00:44:54.000 --> 00:44:57.000
for volunteer drivers as well. We have a great partnership when

00:44:57.000 --> 00:45:00.000
it comes to that. And here in Wisconsin, too,

00:45:00.000 --> 00:45:04.000
we help to partner with one another with our Independent Living Centers

00:45:04.000 --> 00:45:07.000
. We have eight here. When one

00:45:07.000 --> 00:45:10.000
of us is doing any kind of big event or activity, we try

00:45:10.000 --> 00:45:13.000
to help with doing some outreach and stuff

00:45:13.000 --> 00:45:17.000
like that if needed. >> LINDA POGUE:

00:45:17.000 --> 00:45:20.000
Yes, I mean, sometimes a big event is

00:45:20.000 --> 00:45:23.000
great, but it's also a vehicle

00:45:23.000 --> 00:45:26.000
in itself to promote the other things that are going on

00:45:26.000 --> 00:45:31.000
, introduce people to Independent Living if they are not already introduced

00:45:31.000 --> 00:45:34.000
, to help the community talk about disability

00:45:34.000 --> 00:45:38.000
and Independent Living in

00:45:38.000 --> 00:45:41.000
language preferences

00:45:41.000 --> 00:45:44.000
and those kinds of things. It's educational in many regards

00:45:44.000 --> 00:45:49.000
. >> SHAYLIN SLUZALIS: This is Shaylin. I see

00:45:49.000 --> 00:45:52.000
Renota saying: We were gearing

00:45:52.000 --> 00:45:55.000

up to start a volunteer team, but COVID reared its

00:45:55.000 --> 00:45:58.000

head again. >> KYLE KLEIST: Yes, COVID has hurt a lot of

00:45:58.000 --> 00:46:02.000

volunteers. I will be honest, boy

00:46:02.000 --> 00:46:05.000

, we lost over a third of our volunteer driver

00:46:05.000 --> 00:46:08.000

s when the pandemic hit

00:46:08.000 --> 00:46:12.000

. And believe it or not, older, many

00:46:12.000 --> 00:46:15.000

retired, but the thing I found

00:46:15.000 --> 00:46:18.000

most interesting, it wasn't because they were worried about

00:46:18.000 --> 00:46:21.000

getting COVID themselves, they were worried

00:46:21.000 --> 00:46:25.000

about giving COVID to the people they

00:46:25.000 --> 00:46:29.000

were -- the riders who had compromised health conditions

00:46:29.000 --> 00:46:32.000

. So that was their big

00:46:32.000 --> 00:46:35.000

concern. But , yes, we are still struggling

00:46:35.000 --> 00:46:38.000

coming back from the pandemic when it comes to

00:46:38.000 --> 00:46:41.000

recruiting volunteers in general

00:46:41.000 --> 00:46:45.000

. That, boy, did that throw a wrench into things

00:46:45.000 --> 00:46:48.000

. Wonderful comment, thank you. >> SHAYLIN SLUZALIS: This is Shaylin.

00:46:48.000 --> 00:46:51.000

I see Dee Ann adding in the chat:

00:46:51.000 --> 00:46:55.000

In College towns, does anyone call on their University volunteer

00:46:55.000 --> 00:46:58.000

services? The CIL I'm currently the Board Chair for

00:46:58.000 --> 00:47:01.000

has used the University volunteer services in the past

00:47:01.000 --> 00:47:04.000

. >> LINDA POGUE:

00:47:04.000 --> 00:47:08.000

One of the partnerships that we have

00:47:08.000 --> 00:47:12.000

that might be useful to other people

00:47:12.000 --> 00:47:15.000

is AARP.

00:47:15.000 --> 00:47:18.000

People wanting

00:47:18.000 --> 00:47:22.000

to get back into a work situation using the

00:47:22.000 --> 00:47:25.000

CIL to practice and hone their skills. Usually they come with

00:47:25.000 --> 00:47:28.000

a huge number of skills, actually, it seems to me,

00:47:28.000 --> 00:47:31.000

and can be very, very useful in expanding the kind of

00:47:31.000 --> 00:47:39.000
services we can provide.

00:47:39.000 --> 00:47:42.000
>> KYLE KLEIST: You know, speaking once again, being

00:47:42.000 --> 00:47:46.000
in a College town and we have a wonderful

00:47:46.000 --> 00:47:50.000
program that, you know, I used to teach in for ten years

00:47:50.000 --> 00:47:53.000
, the Rehab Services at UW Stout

00:47:53.000 --> 00:47:56.000
, but it's a wonderful program. We have reached out to them

00:47:56.000 --> 00:47:59.000
for doing different activities and stuff. But you have to understand that

00:47:59.000 --> 00:48:02.000
these are students that are wanting to go into working with people

00:48:02.000 --> 00:48:05.000
with disabilities

00:48:05.000 --> 00:48:09.000
, so that's probably why half of

00:48:09.000 --> 00:48:12.000
the IL Staff are graduates of that FRAM

00:48:12.000 --> 00:48:15.000
program. >> LINDA POGUE: [Laughter] >> KYLE KLEIST:

00:48:15.000 --> 00:48:18.000
But, no, even the work experience

00:48:18.000 --> 00:48:21.000
has led to people coming on board. But, no, a

00:48:21.000 --> 00:48:24.000

great partnership with -- we have a couple of other Universities close

00:48:24.000 --> 00:48:27.000

by. So, yes, we have reached out to our University

00:48:27.000 --> 00:48:30.000

students in the past for doing some stuff. One

00:48:30.000 --> 00:48:34.000

of them specifically was around doing some

00:48:34.000 --> 00:48:38.000

clean-up stuff for individuals with disabilities

00:48:38.000 --> 00:48:42.000

, coordinating around spring clean-up with a couple other

00:48:42.000 --> 00:48:45.000

partner agencies in our area. The University students were

00:48:45.000 --> 00:48:49.000

wonderful with that. >> LINDA POGUE: Do you want to show us the

00:48:49.000 --> 00:48:52.000

next slide, Kyle, to promote the next bit of

00:48:52.000 --> 00:48:56.000

conversation? >> KYLE KLEIST: Sure. One of the things Linda brought

00:48:56.000 --> 00:48:59.000

up is really having goals. So if you're going to be using volunteer

00:48:59.000 --> 00:49:02.000

s, have specific goals in mind for

00:49:02.000 --> 00:49:06.000

those individuals

00:49:06.000 --> 00:49:09.000

. And we have provided some examples here

00:49:09.000 --> 00:49:14.000

.

00:49:14.000 --> 00:49:17.000

So for instance, around peer support, you know

00:49:17.000 --> 00:49:21.000

, is it one-on-one? Are you looking for group TAECHE

00:49:21.000 --> 00:49:24.000

activities? One of the things we found, and I

00:49:24.000 --> 00:49:28.000

know -- I hope I can speak for other

00:49:28.000 --> 00:49:31.000

Independent Living Centers, when you are doing any work experience, internship

00:49:31.000 --> 00:49:34.000

, have specific job duties for that person, learning objective

00:49:34.000 --> 00:49:37.000

s for that person. You know, one of the things

00:49:37.000 --> 00:49:40.000

that anybody hates to do is volunteer their time and you get

00:49:40.000 --> 00:49:43.000

there and it's just, dl

00:49:43.000 --> 00:49:46.000

idl

00:49:46.000 --> 00:49:50.000

e time and you are sitting there doing nothing

00:49:50.000 --> 00:49:53.000

. Have specific things for that person to do, otherwise you will

00:49:53.000 --> 00:49:56.000

lose that volunteer really quick. The same thing when looking

00:49:56.000 --> 00:49:59.000

at activities going around. Have a specific task for that person

00:49:59.000 --> 00:50:02.000

and helping them with planning a great thing we

00:50:02.000 --> 00:50:06.000
have found, coordination, things

00:50:06.000 --> 00:50:09.000
like that. That really helps to alleviate

00:50:09.000 --> 00:50:12.000
some of your Staff time. >> LINDA POGUE:

00:50:12.000 --> 00:50:15.000
I was going to say people really need to get a good grasp of

00:50:15.000 --> 00:50:18.000
what the rounded picture is for

00:50:18.000 --> 00:50:22.000
that event they're

00:50:22.000 --> 00:50:25.000
planning, so that takes some time and

00:50:25.000 --> 00:50:28.000
effort in itself, of course. Yeah. >> KYLE KLEIST: Boy, then

00:50:28.000 --> 00:50:32.000
when it comes to advocacy, I mean, educating persons

00:50:32.000 --> 00:50:35.000
on the legislative issues.

00:50:35.000 --> 00:50:38.000
There was a really big coordinated event

00:50:38.000 --> 00:50:41.000
, I spoke to some of the voting issues that was going on here in Wisconsin

00:50:41.000 --> 00:50:45.000
that was really impacted

00:50:45.000 --> 00:50:48.000
individuals with disabilities and a lot of the coordination that went on in

00:50:48.000 --> 00:50:51.000

educating people about what was going on, issues

00:50:51.000 --> 00:50:55.000

were changing on a weekly basis. So having

00:50:55.000 --> 00:50:58.000

to keep people up to speed on what was going on, especially

00:50:58.000 --> 00:51:01.000

with so many volunteers

00:51:01.000 --> 00:51:04.000

really coming together state-

00:51:04.000 --> 00:51:07.000

wide, so staying on message, those types of things.

00:51:07.000 --> 00:51:11.000

If you're going to have volunteers, especially, like,

00:51:11.000 --> 00:51:14.000

on a specific legislative issue

00:51:14.000 --> 00:51:17.000

, let them know what they need to act on. Are you asking them

00:51:17.000 --> 00:51:20.000

to do it by e-mail? Are you asking them to contact their legislator?

00:51:20.000 --> 00:51:24.000

What do they need to say when they are contacting that person? You know,

00:51:24.000 --> 00:51:27.000

make sure people are staying on the right talking points. Things

00:51:27.000 --> 00:51:30.000

like that. And when

00:51:30.000 --> 00:51:36.000

it came to our Volunteer Driver Program, it was

00:51:36.000 --> 00:51:39.000

really -- we identified that need really out in our community

00:51:39.000 --> 00:51:42.000

. That came from our three-year plan, but,

00:51:42.000 --> 00:51:45.000

I mean, are there other things that you've identified out in your

00:51:45.000 --> 00:51:50.000

community that you could really use some volunteers for?

00:51:50.000 --> 00:51:54.000

>> LINDA POGUE: And will you be able to train and support those

00:51:54.000 --> 00:51:57.000

volunteers? And how will you make that happen? Yeah. >> KYLE KLEIST: Right

00:51:57.000 --> 00:52:00.000

. So goals is so important when it comes to using volunteer

00:52:00.000 --> 00:52:04.000

s.

00:52:04.000 --> 00:52:08.000

It really helps to build a strong volunteer

00:52:08.000 --> 00:52:11.000

network when those people know that what they're doing -- and

00:52:11.000 --> 00:52:14.000

especially letting them know how much they are appreciated

00:52:14.000 --> 00:52:17.000

. That, I mean, I cannot express that enough. We

00:52:17.000 --> 00:52:20.000

have done so many -- even the little

00:52:20.000 --> 00:52:24.000

st things that we can do for our volunteer drivers,

00:52:24.000 --> 00:52:27.000

sending them a gift card, sending them just a little note

00:52:27.000 --> 00:52:30.000

of appreciation saying

00:52:30.000 --> 00:52:33.000

"You do a wonderful job and thank you so much

00:52:33.000 --> 00:52:36.000

." We have even

00:52:36.000 --> 00:52:39.000

-- here in Wisconsin, we have our legislative days where we

00:52:39.000 --> 00:52:43.000

get together and every SERNT

00:52:43.000 --> 00:52:46.000

Center puts forwards

00:52:46.000 --> 00:52:51.000

what they call the relentless

00:52:51.000 --> 00:52:54.000

award. Ours was a volunteer driver last year.

00:52:54.000 --> 00:52:57.000

We just really wanted to recognize and that went a long way

00:52:57.000 --> 00:53:01.000

with our other

00:53:01.000 --> 00:53:04.000

volunteers, that we went out of our way to

00:53:04.000 --> 00:53:07.000

single out a person and showing the appreciation for all of the work

00:53:07.000 --> 00:53:12.000

that he did. >> LINDA POGUE: So all that you say, Kyle

00:53:12.000 --> 00:53:16.000

, underpins that statement we made earlier about how

00:53:16.000 --> 00:53:19.000

the Staff time is really important

00:53:19.000 --> 00:53:23.000

in doing this, not just the

00:53:23.000 --> 00:53:26.000

initial stuff, but the constant follow-up and support of people.

00:53:26.000 --> 00:53:29.000

Do you want to talk about recruitment and

00:53:29.000 --> 00:53:32.000

retention? I know you've had a lot of experience in that. >> KYLE KLEIST:

00:53:32.000 --> 00:53:36.000

Sure. Recruitment, so

00:53:36.000 --> 00:53:39.000

how are you going to do it? So with our

00:53:39.000 --> 00:53:42.000

Volunteer Driver Program, I will point to that, one of the biggest

00:53:42.000 --> 00:53:45.000

things on-going is, like I said, following

00:53:45.000 --> 00:53:48.000

the pandemic, is recruitment. So one of the

00:53:48.000 --> 00:53:52.000

ways that we found is social media is

00:53:52.000 --> 00:53:55.000

great, but depending on who you are

00:53:55.000 --> 00:53:58.000

targeting? So we target a lot of

00:53:58.000 --> 00:54:03.000

persons who are retired

00:54:03.000 --> 00:54:06.000

, not many are connected by social media

00:54:06.000 --> 00:54:09.000

. Newsletters

00:54:09.000 --> 00:54:12.000
is a great one. We use the Aging Network

00:54:12.000 --> 00:54:16.000
, their newsletter, the Aging and Disability

00:54:16.000 --> 00:54:20.000
Resource Centers. A lot of other

00:54:20.000 --> 00:54:23.000
nonprofit that is have newsletters,

00:54:23.000 --> 00:54:26.000
we really like to recruit in. Newspapers is a

00:54:26.000 --> 00:54:29.000
big one. Newspapers

00:54:29.000 --> 00:54:32.000
, a lot of newspapers, it's an event

00:54:32.000 --> 00:54:35.000
, it's an activity, something like that.

00:54:35.000 --> 00:54:39.000
Recently with our advocacy

00:54:39.000 --> 00:54:42.000
training they ran a free article in the newspapers

00:54:42.000 --> 00:54:45.000
the newspaper. Sometimes radio and TWRAGS

00:54:45.000 --> 00:54:48.000
television, especially if they are doing

00:54:48.000 --> 00:54:52.000
community events, things like that, we will ale always do

00:54:52.000 --> 00:54:55.000
a free spot for you. Every year we get

00:54:55.000 --> 00:54:59.000
to do a couple free spots on our local television

00:54:59.000 --> 00:55:03.000

. So recruiting pontoon driver

00:55:03.000 --> 00:55:06.000

s for our Fishing has no Boundaries. And then

00:55:06.000 --> 00:55:09.000

even Bobby has gone and

00:55:09.000 --> 00:55:13.000

she hangs off the little flyers, the little tear-off things

00:55:13.000 --> 00:55:17.000

for volunteer drivers, explaining the program, and if you are interested,

00:55:17.000 --> 00:55:20.000

tear that little tab off and give her a call. So just

00:55:20.000 --> 00:55:23.000

some of the things that we have done. We have

00:55:23.000 --> 00:55:26.000

found that when it comes to recruiting, a lot of

00:55:26.000 --> 00:55:29.000

our peer mentors, we look at past

00:55:29.000 --> 00:55:32.000

consumers. Many times they make wonderful

00:55:32.000 --> 00:55:36.000

peer mentors. Other ones we look

00:55:36.000 --> 00:55:40.000

for in advocacy groups.

00:55:40.000 --> 00:55:44.000

Individuals will work in advocacy,

00:55:44.000 --> 00:55:47.000

persons with disability that is would be interested in working as a peer

00:55:47.000 --> 00:55:50.000

partner, now that's what we are calling them.

00:55:50.000 --> 00:55:53.000

Some of the things we do around recruitment, but

00:55:53.000 --> 00:55:57.000

let me tell you, I told you 25% of Bobby's job is

00:55:57.000 --> 00:56:00.000

really around the training of things and

00:56:00.000 --> 00:56:03.000

when it looks at recruitment getting out there, boy

00:56:03.000 --> 00:56:06.000

, it's another 25% of her job.

00:56:06.000 --> 00:56:09.000

So recruitment is huge when using volunteers,

00:56:09.000 --> 00:56:13.000

especially when you rely on volunteers

00:56:13.000 --> 00:56:17.000

. So let me emphasize that, like our

00:56:17.000 --> 00:56:20.000

driver program, when we rely on volunteer

00:56:20.000 --> 00:56:23.000

s, there's that much more pressure on

00:56:23.000 --> 00:56:27.000

us to get out there and do recruitment. >> LINDA POGUE:

00:56:27.000 --> 00:56:30.000

So you are using low and high-tech, shall we say,

00:56:30.000 --> 00:56:33.000

versions of recruitment, it

00:56:33.000 --> 00:56:36.000

has to be the whole range. Yeah. >> KYLE KLEIST: So

00:56:36.000 --> 00:56:40.000

Centers, what are other people using out there when you

00:56:40.000 --> 00:56:43.000

are recruiting volunteers? What are

00:56:43.000 --> 00:56:46.000

some of the things you do? It would be great to hear from you. >> LINDA POGUE:

00:56:46.000 --> 00:56:49.000

Yes. I know you are doing some amazing stuff

00:56:49.000 --> 00:56:53.000

, would you love to share it with us? We would love to

00:56:53.000 --> 00:56:56.000

hear it. >> KYLE KLEIST: I would be interested in any ways

00:56:56.000 --> 00:56:59.000

that you could -- the ways you are doing some

00:56:59.000 --> 00:57:02.000

recruitment. >> LINDA POGUE: Yes. >> KYLE KLEIST: Ideas that you

00:57:02.000 --> 00:57:05.000

might have that I can steal from you. We are always looking for

00:57:05.000 --> 00:57:11.000

different ideas when it comes to recruiting volunteers.

00:57:11.000 --> 00:57:15.000

>> LINDA POGUE: Like lots of things at

00:57:15.000 --> 00:57:18.000

centers for Independent Living, we can't

00:57:18.000 --> 00:57:21.000

rely on things the

00:57:21.000 --> 00:57:25.000

way we've always done them. The world

00:57:25.000 --> 00:57:28.000

is changing, life is changing, we have to remain ready to

00:57:28.000 --> 00:57:36.000

change our ways for doing things. Yeah.

00:57:36.000 --> 00:57:39.000

>> KYLE KLEIST: Especially in a time, truth be told

00:57:39.000 --> 00:57:43.000

, people are volunteering less and less of their time these days.

00:57:43.000 --> 00:57:46.000

So we need to really target them and engage

00:57:46.000 --> 00:57:49.000

them when it comes to recruiting

00:57:49.000 --> 00:57:53.000

them for volunteering with different activities. >> LINDA POGUE:

00:57:53.000 --> 00:57:56.000

Kyle, do you keep your volunteer drivers for a long time

00:57:56.000 --> 00:57:59.000

typically? >> KYLE KLEIST: Oh, yes. We

00:57:59.000 --> 00:58:02.000

generally -- oh, we've had some that would have been with us

00:58:02.000 --> 00:58:05.000

ten years or more. Yeah

00:58:05.000 --> 00:58:09.000

. You know, once we hook them, Linda

00:58:09.000 --> 00:58:12.000

, a lot of them really build great relationships with

00:58:12.000 --> 00:58:15.000

the person they are giving rides to. A lot

00:58:15.000 --> 00:58:19.000

of them it's difficult for. We do a lot of trips

00:58:19.000 --> 00:58:22.000

for dialysis, chemotherapy and stuff

00:58:22.000 --> 00:58:25.000

. One of the things we have done in training is deal

00:58:25.000 --> 00:58:28.000

with bereavement. You are giving rides to

00:58:28.000 --> 00:58:31.000

a person for a long time for chemo and then that person passes

00:58:31.000 --> 00:58:34.000

away, or dialysis, or something like that, so that's

00:58:34.000 --> 00:58:37.000

tough on a driver. It's tough on a volunteer. So

00:58:37.000 --> 00:58:41.000

when you have volunteers working with people in

00:58:41.000 --> 00:58:44.000

those kind of vulnerable health

00:58:44.000 --> 00:58:47.000

situations and a person passes away, I mean, include

00:58:47.000 --> 00:58:50.000

ing bereavement and dealing with those types of things

00:58:50.000 --> 00:58:53.000

in your training, I think, is essential as

00:58:53.000 --> 00:58:57.000

well. Yeah, I mean, so

00:58:57.000 --> 00:59:00.000

it was -- it's been difficult for people at times, so that's one

00:59:00.000 --> 00:59:07.000

of the things that we focus on as well.

00:59:07.000 --> 00:59:10.000

>> SHAYLIN SLUZALIS: This is Shaylin. I see some folks having a

00:59:10.000 --> 00:59:13.000

conversation around being connected with a Youth

00:59:13.000 --> 00:59:16.000

Leadership Forum and managing volunteers for large

00:59:16.000 --> 00:59:20.000

events. And I also see Heather mentions

00:59:20.000 --> 00:59:23.000

that they have not done this, but an idea of having a booth

00:59:23.000 --> 00:59:26.000

with information about the CILs and having volunteer

00:59:26.000 --> 00:59:31.000

sign-ups. And then we have a question

00:59:31.000 --> 00:59:34.000

around, mentioning it may be a little off-topic, but

00:59:34.000 --> 00:59:37.000

do you do any interviews or vetting of your volunteers

00:59:37.000 --> 00:59:40.000

before they start working? >> KYLE KLEIST: Yes.

00:59:40.000 --> 00:59:45.000

Yes, we always do. We want to make sure

00:59:45.000 --> 00:59:48.000

-- Bobby, our Transportation Director has

00:59:48.000 --> 00:59:52.000

turned people down because she did not feel they

00:59:52.000 --> 00:59:56.000

were of the right temperament to be

00:59:56.000 --> 01:00:01.000

working -- to be driving the

01:00:01.000 --> 01:00:05.000

persons, to be providing rides to some of the

01:00:05.000 --> 01:00:08.000

consumers we work with. Yeah, for a lot of times -- or

01:00:08.000 --> 01:00:11.000

if they

01:00:11.000 --> 01:00:15.000

-- if she -- you know, things have come up in a

01:00:15.000 --> 01:00:19.000

background check before as well, where we've had to turn people down

01:00:19.000 --> 01:00:24.000

. Issues with domestic abuse or anything like

01:00:24.000 --> 01:00:28.000

that, DWI, I mean, we only go back, like,

01:00:28.000 --> 01:00:31.000

ten years,

01:00:31.000 --> 01:00:34.000

so -- I mean, you would have had to gone without

01:00:34.000 --> 01:00:38.000

a DWI, if you had multiple or

01:00:38.000 --> 01:00:41.000

so for ten years. So yeah, there's some around

01:00:41.000 --> 01:00:49.000

those things as well.

01:00:49.000 --> 01:00:52.000

>> SHAYLIN SLUZALIS: This is Shaylin.

01:00:52.000 --> 01:00:56.000

And I see Shana is saying: Our

01:00:56.000 --> 01:00:59.000

Staff Members have reach out within their inner circle, asking

01:00:59.000 --> 01:01:02.000

their Church community, relatives, and friends

01:01:02.000 --> 01:01:05.000

who have acquaintances, and asking our local

01:01:05.000 --> 01:01:08.000

resources. >> KYLE KLEIST: You bring up

01:01:08.000 --> 01:01:11.000

a wonderful point. I like to

01:01:11.000 --> 01:01:15.000

call it

01:01:15.000 --> 01:01:19.000

territorialism when it comes to volunteers. So I'll give

01:01:19.000 --> 01:01:22.000

you an example. We did not do a lot of recruitment for

01:01:22.000 --> 01:01:25.000

volunteer drivers in

01:01:25.000 --> 01:01:28.000

our faith community because there are a couple of

01:01:28.000 --> 01:01:32.000

inter-faith programs that recruit directly

01:01:32.000 --> 01:01:35.000

in the Churches and we did not want to

01:01:35.000 --> 01:01:38.000

be in competition with them when it came

01:01:38.000 --> 01:01:41.000

to recruiting volunteers. So we didn't

01:01:41.000 --> 01:01:44.000

want to create that friction, so to speak.

01:01:44.000 --> 01:01:48.000

So a reason we stayed away from Churches specifically

01:01:48.000 --> 01:01:52.000
, but now that many have gone away, we

01:01:52.000 --> 01:01:55.000
do some recruitment as well in our Churches.

01:01:55.000 --> 01:01:59.000
And faith-based communities are a wonderful

01:01:59.000 --> 01:02:02.000
way to look at volunteers. Many faith

01:02:02.000 --> 01:02:05.000
-based communities they specifically

01:02:05.000 --> 01:02:08.000
target difficult volunteer activities and opportunities.

01:02:08.000 --> 01:02:12.000
>> LINDA POGUE: So, Kyle, would you say that

01:02:12.000 --> 01:02:16.000
you use opportunities as they come along with

01:02:16.000 --> 01:02:19.000
recruitment or have you got, you know, sort of a timetable

01:02:19.000 --> 01:02:24.000
that you do on a regular basis for recruitment? >> KYLE KLEIST:

01:02:24.000 --> 01:02:27.000
I would say it's more of we adapt on the fly

01:02:27.000 --> 01:02:30.000
when it comes to it. We're always -- you know, Linda

01:02:30.000 --> 01:02:36.000
, we're always looking for new

01:02:36.000 --> 01:02:39.000
opportunities for doing recruit.

01:02:39.000 --> 01:02:43.000
ment >> LINDA POGUE: That's

01:02:43.000 --> 01:02:46.000
the Center for Independent Living, see

01:02:46.000 --> 01:02:50.000
ing an opportunity and using it. >> SHAYLIN SLUZALIS: This is Shaylin. I see Maria asking

01:02:50.000 --> 01:02:53.000
a clarifying question: Did someone say earlier that

01:02:53.000 --> 01:02:56.000
College students were getting credits to volunteer? I think I can help answer

01:02:56.000 --> 01:02:59.000
that first part, I believe somebody had mentioned just

01:02:59.000 --> 01:03:02.000
reaching out to Volunteer Services at local Universities,

01:03:02.000 --> 01:03:06.000
not necessarily the credit part. And then Maria also continues

01:03:06.000 --> 01:03:09.000
: Maybe High School students wanting volunteer hours and would

01:03:09.000 --> 01:03:12.000
be interested in volunteering as well. This could

01:03:12.000 --> 01:03:16.000
be an

01:03:16.000 --> 01:03:20.000
intergenerational opportunity. >> KYLE KLEIST: Ah!

01:03:20.000 --> 01:03:23.000
Wonderful. I don't know if the Universities require it

01:03:23.000 --> 01:03:26.000
, at one time they did. They have backed off

01:03:26.000 --> 01:03:31.000
of it, some of them, that area. But I know many of our area High School

01:03:31.000 --> 01:03:34.000

s still require that students do some volunteer time as a requirement

01:03:34.000 --> 01:03:38.000

for graduation. >> LINDA POGUE: Mm-hmm. >> KYLE KLEIST:

01:03:38.000 --> 01:03:41.000

So... >> LINDA POGUE: So you have to be

01:03:41.000 --> 01:03:44.000

ready for them when they come, right? They are ready to volunteer, you

01:03:44.000 --> 01:03:47.000

are ready with the training and the connections that you'd like

01:03:47.000 --> 01:03:54.000

to make. >> KYLE KLEIST: Yeah. >> LINDA POGUE: Yeah.

01:03:54.000 --> 01:03:58.000

So what about that connecting people?

01:03:58.000 --> 01:04:01.000

Oh, Shaylin is with us. No

01:04:01.000 --> 01:04:04.000

? Yes. [Laughter] >> SHAYLIN SLUZALIS: Just really quickly

01:04:04.000 --> 01:04:08.000

, Maniesha had Clairified that

01:04:08.000 --> 01:04:11.000

internships that are approved by the University can get credit and it

01:04:11.000 --> 01:04:14.000

depends on the case, class, and

01:04:14.000 --> 01:04:18.000

University and student. Thanks, Maniesha for

01:04:18.000 --> 01:04:21.000

that clarification. >> KYLE KLEIST: Let me clarify that our

01:04:21.000 --> 01:04:24.000

internships we have with the University, yes, that's a course. So students

01:04:24.000 --> 01:04:27.000
are doing either what they call their Field

01:04:27.000 --> 01:04:31.000
Experience or their Practicum with us

01:04:31.000 --> 01:04:37.000
. We're fortunate that we have the

01:04:37.000 --> 01:04:40.000
University of Social Work program where they do their

01:04:40.000 --> 01:04:44.000
final internship. So we get that student for the

01:04:44.000 --> 01:04:47.000
entire semester for 40 hours a week, so it's a really a great opportunity

01:04:47.000 --> 01:04:50.000
to, as I like to say

01:04:50.000 --> 01:04:53.000
, really get them steeply involved

01:04:53.000 --> 01:04:56.000
in IL and maybe they might want to stay

01:04:56.000 --> 01:04:59.000
with us in one way. >> SHAYLIN SLUZALIS: This

01:04:59.000 --> 01:05:03.000
is Shaylin. I also see Shana adding in the chat

01:05:03.000 --> 01:05:06.000
that: Most Colleges and Universities have a

01:05:06.000 --> 01:05:10.000
disability center or an office on accessibility that

01:05:10.000 --> 01:05:15.000
will sometimes have people with disabilities wanting to volunteer.

01:05:15.000 --> 01:05:18.000
>> LINDA POGUE: And, Kyle, let me ask another question about

01:05:18.000 --> 01:05:21.000

recruitment and your experience. Do your volunteers bring in other

01:05:21.000 --> 01:05:24.000

volunteers within their circle? Does that happen or

01:05:24.000 --> 01:05:28.000

no? >> KYLE KLEIST: Oh, absolutely! Wonderful question

01:05:28.000 --> 01:05:31.000

, Linda, yes. We found that especially among our senior

01:05:31.000 --> 01:05:34.000

s, those that -- with our

01:05:34.000 --> 01:05:37.000

Volunteer Driver Program, they are one of the best word-of-mouth that you can get

01:05:37.000 --> 01:05:40.000

out there. Talking with their friends, telling them about

01:05:40.000 --> 01:05:43.000

what a wonderful time they have. You know, some

01:05:43.000 --> 01:05:46.000

of them are only driving for us, like, two or three days

01:05:46.000 --> 01:05:50.000

a week, maybe for two or three hours, things

01:05:50.000 --> 01:05:53.000

like that. So word-of-mouth from

01:05:53.000 --> 01:05:56.000

the inner circle, as you might call it,

01:05:56.000 --> 01:06:00.000

is a great way of getting the

01:06:00.000 --> 01:06:03.000

word out, especially. And

01:06:03.000 --> 01:06:06.000

you know, one of the things, too, like with our Fish

01:06:06.000 --> 01:06:09.000

ing has no Boundaries events, the students

01:06:09.000 --> 01:06:12.000

that volunteer their time really enjoy it. They have such a great

01:06:12.000 --> 01:06:15.000

time interacting with the people with disabilities at

01:06:15.000 --> 01:06:18.000

the event. We have some real characters that make it fun

01:06:18.000 --> 01:06:21.000

for them. They really do. So the students, through word-of-mouth, they

01:06:21.000 --> 01:06:24.000

tell the other students: Hey, we had a great

01:06:24.000 --> 01:06:27.000

time. So the next one is coming up the following

01:06:27.000 --> 01:06:31.000

year are more than happy to help out.

01:06:31.000 --> 01:06:34.000

>> LINDA POGUE: Maybe you have a volunteer for a specific

01:06:34.000 --> 01:06:37.000

event and then you maybe, if it's

01:06:37.000 --> 01:06:41.000

not disrespectful, hooking them into the system for other

01:06:41.000 --> 01:06:44.000

opportunities to volunteer. Now they

01:06:44.000 --> 01:06:48.000

have learned about CILs and Independent Living and

01:06:48.000 --> 01:06:51.000

what fun we have when we do our important work. >> KYLE KLEIST: Yes.

01:06:51.000 --> 01:06:54.000

>> SHAYLIN SLUZALIS: This is Shaylin. I see Cody adding a

01:06:54.000 --> 01:06:58.000

really important piece in the chat. He says:

01:06:58.000 --> 01:07:01.000

Recruiting youth has been challenging. I think a lot of us are really

01:07:01.000 --> 01:07:04.000

busy with school and other responsibilities and we don't have a lot of money to

01:07:04.000 --> 01:07:07.000

work with and working more than a few hours a

01:07:07.000 --> 01:07:10.000

month unpaid can be a tall order for youth.

01:07:10.000 --> 01:07:14.000

>> LINDA POGUE: Yes, thank you, Shaylin. Thank you for that

01:07:14.000 --> 01:07:17.000

sharing that comment, yes. >> KYLE KLEIST:

01:07:17.000 --> 01:07:20.000

And that does -- that does create

01:07:20.000 --> 01:07:23.000

a barrier, too, for recruiting College students

01:07:23.000 --> 01:07:26.000

a lot of times. Many of them are working on top of taking courses

01:07:26.000 --> 01:07:29.000

, so limited time and being able

01:07:29.000 --> 01:07:34.000

to volunteer, so

01:07:34.000 --> 01:07:38.000

it's really finding that niche. Let me tell

01:07:38.000 --> 01:07:42.000

you. We found, you know, we recruit to

01:07:42.000 --> 01:07:45.000

our University students to be volunteer drivers as

01:07:45.000 --> 01:07:49.000

well. We will really take anyone. But

01:07:49.000 --> 01:07:52.000

we've found that the real niche, so to speak,

01:07:52.000 --> 01:07:56.000

when it comes to those volunteers is that

01:07:56.000 --> 01:07:59.000

retired population. So

01:07:59.000 --> 01:08:02.000

that's who we kind of target. And that's

01:08:02.000 --> 01:08:05.000

one of the things you've got to do is, you know, if

01:08:05.000 --> 01:08:09.000

you found a group of volunteers that you can really target,

01:08:09.000 --> 01:08:13.000

go for it! That's, you know,

01:08:13.000 --> 01:08:16.000

-- but one of the things I also wanted to bring up that I had put

01:08:16.000 --> 01:08:19.000

out there is, you know, when it comes to using volunteers

01:08:19.000 --> 01:08:23.000

, make sure, even with peer support

01:08:23.000 --> 01:08:26.000

or other events, that you are using people. Don't

01:08:26.000 --> 01:08:29.000

recruit a volunteer and get them trained and then leave

01:08:29.000 --> 01:08:32.000

them hanging. You're going to lose them and they're never going to want

01:08:32.000 --> 01:08:37.000
to come back.

01:08:37.000 --> 01:08:44.000
>> LINDA POGUE: So you have to be ready for lots of different

01:08:44.000 --> 01:08:47.000
events and realities. Having too many volunteers

01:08:47.000 --> 01:08:50.000
, not having enough volunteers, balancing all that

01:08:50.000 --> 01:08:53.000
, yeah. So what's the biggest

01:08:53.000 --> 01:08:57.000
lesson you have learned in your 12 years

01:08:57.000 --> 01:09:01.000
of

01:09:01.000 --> 01:09:04.000
Independent Living and the Volunteer Driver Program

01:09:04.000 --> 01:09:07.000
that your CIL is well-known for? >> KYLE KLEIST:

01:09:07.000 --> 01:09:15.000
Probably the biggest thing that I have learned is

01:09:15.000 --> 01:09:18.000
, you know,

01:09:18.000 --> 01:09:21.000
recruitment is the cornerstone of keeping the program

01:09:21.000 --> 01:09:24.000
alive and well. Once you get the

01:09:24.000 --> 01:09:27.000
volunteer, do everything you can to

01:09:27.000 --> 01:09:30.000

keep them. Make sure

01:09:30.000 --> 01:09:34.000

that they feel appreciated, Linda.

01:09:34.000 --> 01:09:37.000

You know, I found that's the biggest takeaway. When

01:09:37.000 --> 01:09:40.000

a volunteer really knows

01:09:40.000 --> 01:09:43.000

that you appreciate the fact that they are

01:09:43.000 --> 01:09:46.000

giving of their time

01:09:46.000 --> 01:09:49.000

and they are helping, it goes such a long way. And, you know,

01:09:49.000 --> 01:09:53.000

that's really where the word-of-mouth comes. They will say

01:09:53.000 --> 01:09:56.000

wonderful things about your agency. They will say wonderful things

01:09:56.000 --> 01:09:59.000

about the time that they

01:09:59.000 --> 01:10:02.000

spend volunteering their time.

01:10:02.000 --> 01:10:05.000

It's just -- you always want to let

01:10:05.000 --> 01:10:08.000

the volunteers know just how much you

01:10:08.000 --> 01:10:11.000

appreciate them giving of their time

01:10:11.000 --> 01:10:14.000

to help out. Even

01:10:14.000 --> 01:10:17.000

with all of that, I mean, we do -- we always

01:10:17.000 --> 01:10:21.000

send thank you notes and little gifts to the students and the

01:10:21.000 --> 01:10:24.000

teachers, the pontoon drivers, things

01:10:24.000 --> 01:10:28.000

like that. We just want to let them know that we are thankful

01:10:28.000 --> 01:10:31.000

of the work that they do. So letting

01:10:31.000 --> 01:10:34.000

them know they are appreciated goes a long way. >> LINDA POGUE: Ost

01:10:34.000 --> 01:10:37.000

Most of us do better when we've had a little encourage

01:10:37.000 --> 01:10:41.000

ment and appreciation. >> KYLE KLEIST: Yes. >> SHAYLIN SLUZALIS: I see some

01:10:41.000 --> 01:10:44.000

comments in the chat. This is Shaylin. And there is a question also come

01:10:44.000 --> 01:10:48.000

ing in. Max offers a suggestion to

01:10:48.000 --> 01:10:51.000

look at established volunteer-based

01:10:51.000 --> 01:10:54.000

organizations that have experience with people with disabilities, such

01:10:54.000 --> 01:10:58.000

as Lions Internation and he shares a

01:10:58.000 --> 01:11:01.000

link around that -- or they share a link. And we also have a

01:11:01.000 --> 01:11:04.000

comment around trying to remind youth volunteers that this

01:11:04.000 --> 01:11:08.000

is an opportunity for leadership experience that they can put on colleague

01:11:08.000 --> 01:11:11.000

College applications or a resume

01:11:11.000 --> 01:11:14.000

even though it's an unpaid position. >> KYLE KLEIST: Yeah. >> SHAYLIN SLUZALIS: And then I

01:11:14.000 --> 01:11:17.000

see a question from Ashley around: How

01:11:17.000 --> 01:11:21.000

do you guys support empowering consumers to find

01:11:21.000 --> 01:11:26.000

transportation while still offering volunteer and employee drivers?

01:11:26.000 --> 01:11:30.000

>> KYLE KLEIST: One of the things we do is

01:11:30.000 --> 01:11:33.000

we really -- we always

01:11:33.000 --> 01:11:36.000

empower people to find their own

01:11:36.000 --> 01:11:39.000

transportation. The individual that is we are

01:11:39.000 --> 01:11:42.000

generally transporting are people that have no means of transportation. So

01:11:42.000 --> 01:11:46.000

if a person has their own car or other

01:11:46.000 --> 01:11:49.000

transportation needs, we're not able to do that. We're also

01:11:49.000 --> 01:11:52.000

not able to overlap. So for instance,

01:11:52.000 --> 01:11:55.000

if it's a city that is provide ago bus service,

01:11:55.000 --> 01:11:58.000

we can't overlap that service.

01:11:58.000 --> 01:12:02.000

So there's kind of restrictions that we have to deal with when

01:12:02.000 --> 01:12:05.000

it comes to overlapping Federal funds

01:12:05.000 --> 01:12:08.000

. But, no, we always make sure that the people we

01:12:08.000 --> 01:12:13.000

are giving rides to are the people that truly need them

01:12:13.000 --> 01:12:17.000

. >> LINDA POGUE:

01:12:17.000 --> 01:12:20.000

And in the meantime, always empowering our

01:12:20.000 --> 01:12:23.000

consumers to advocate

01:12:23.000 --> 01:12:27.000

in whatever shape or form they are interested in doing

01:12:27.000 --> 01:12:30.000

for the bigger change that needs to

01:12:30.000 --> 01:12:33.000

happen, beyond their personal needs. Yeah.

01:12:33.000 --> 01:12:36.000

>> KYLE KLEIST: Yeah, Linda, you know, we

01:12:36.000 --> 01:12:39.000

have talked about advocacy. Let me tell you, when it comes to

01:12:39.000 --> 01:12:43.000

advocating for expanded transportation services here in Wisconsin

01:12:43.000 --> 01:12:46.000

, using

01:12:46.000 --> 01:12:49.000

some of the people that we have provided rides

01:12:49.000 --> 01:12:53.000

for as advocates out there for

01:12:53.000 --> 01:12:56.000

increased funding, for transportation for persons with disabilities, and

01:12:56.000 --> 01:12:59.000

older adults, especially in rural areas,

01:12:59.000 --> 01:13:03.000

that goes a long way. When they are telling their

01:13:03.000 --> 01:13:06.000

personal story to a legislator about the impact that the

01:13:06.000 --> 01:13:09.000

program made, it really goes a long way

01:13:09.000 --> 01:13:12.000

. And Legislators like to hear that. They like

01:13:12.000 --> 01:13:17.000

to hear from the person.

01:13:17.000 --> 01:13:21.000

>> SHAYLIN SLUZALIS: This is Shaylin. I also see a comment from

01:13:21.000 --> 01:13:24.000

Bob around: Do you have bilingual volunteers? And

01:13:24.000 --> 01:13:28.000

how do you reach out to the Latino youth and communities?

01:13:28.000 --> 01:13:31.000

>> KYLE KLEIST: We always make sure to have our brochure

01:13:31.000 --> 01:13:35.000
s and our information, we have it

01:13:35.000 --> 01:13:39.000
in Spanish

01:13:39.000 --> 01:13:43.000
, we have it in

01:13:43.000 --> 01:13:46.000
Maung because we have an Maung

01:13:46.000 --> 01:13:50.000
population in our area, and we even have it in

01:13:50.000 --> 01:13:54.000
Somali because we have a large growing Somali

01:13:54.000 --> 01:13:57.000
population in our service area. So we try to make sure

01:13:57.000 --> 01:14:00.000
our information, our brochures, things like that,

01:14:00.000 --> 01:14:03.000
information on the program is available in alternative formats as well

01:14:03.000 --> 01:14:06.000
, and languages. >> LINDA POGUE: Yeah

01:14:06.000 --> 01:14:14.000
.

01:14:14.000 --> 01:14:17.000
>> KYLE KLEIST: Great question. You know, when you

01:14:17.000 --> 01:14:20.000
are looking at volunteers,, you know, make sure to

01:14:20.000 --> 01:14:27.000
reach out to everybody

01:14:27.000 --> 01:14:31.000
you know, make sure to reach out to everybody.

01:14:31.000 --> 01:14:34.000

01:14:34.000 --> 01:14:37.000

So do we have anybody else

01:14:37.000 --> 01:14:41.000

out there? This seems to be a quiet group this

01:14:41.000 --> 01:14:44.000

afternoon, that is willing to share any

01:14:44.000 --> 01:14:47.000

of the wonderful volunteer things that might be going on

01:14:47.000 --> 01:14:50.000

at your Center? Or some of the things you might be struggling

01:14:50.000 --> 01:14:53.000

with when it comes to trying to recruit volunteer s

01:14:53.000 --> 01:14:55.000

s?

01:14:55.000 --> 01:14:56.000

be a quiet group this afternoon, that is willing to share any of the wonderful volunteer things that might

01:14:56.000 --> 01:14:59.000

be going on at your Center? Or some of the things you might be struggling with when it comes to trying to

01:14:59.000 --> 01:15:02.000

recruit volunteers? >> LINDA POGUE: Or even as far as getting to recruiting, what are you

01:15:02.000 --> 01:15:09.000

doing before that element? That would be interesting to people, too, I think.

01:15:09.000 --> 01:15:12.000

>> KYLE KLEIST: Reaching out for recruiting people specifically

01:15:12.000 --> 01:15:22.000

for peer support as well.

01:15:22.000 --> 01:15:26.000

>> LINDA POGUE: So my experience is that in terms of

01:15:26.000 --> 01:15:30.000

peer support anybody who has had some experience

01:15:30.000 --> 01:15:33.000

with a Center for Independent Living often feels

01:15:33.000 --> 01:15:36.000

like they would like to pass that on, share

01:15:36.000 --> 01:15:40.000

that, and there is your best

01:15:40.000 --> 01:15:44.000

possibilities for engaged peer support.

01:15:44.000 --> 01:15:47.000

>> KYLE KLEIST: You know a wonderful point. I said

01:15:47.000 --> 01:15:51.000

my first job in Independent Living, Linda, was the

01:15:51.000 --> 01:15:54.000

Peer Support Coordinator. My first contact with an Independent Living Center, I was

01:15:54.000 --> 01:15:57.000

a consumer. So I had just moved to town, I

01:15:57.000 --> 01:16:00.000

was starting College, and just looking for

01:16:00.000 --> 01:16:04.000

some resources around housing

01:16:04.000 --> 01:16:07.000

. And then specifically my goal was

01:16:07.000 --> 01:16:10.000

looking for an agency that would put hand controls

01:16:10.000 --> 01:16:13.000

in a vehicle I needed. Lo and behold,

01:16:13.000 --> 01:16:17.000

the person I had who was my Resource Counselor

01:16:17.000 --> 01:16:21.000

, as they were called back in those days, then recruited

01:16:21.000 --> 01:16:24.000

me as a peer mentor. He's like, you know, Kyle

01:16:24.000 --> 01:16:27.000

, you are doing wonderful things, you are going to College, I think it

01:16:27.000 --> 01:16:30.000

would be great if you would consider being a mentor. You know, there are

01:16:30.000 --> 01:16:33.000

some other people with disabilities out there. You know,

01:16:33.000 --> 01:16:36.000

guys with spinal cord injuries that might be able to learn

01:16:36.000 --> 01:16:40.000

from your experiences and they had me hooked. >> LINDA POGUE:

01:16:40.000 --> 01:16:43.000

[Laughter] >> KYLE KLEIST: So that was my second role in Independent Living.

01:16:43.000 --> 01:16:49.000

, it was being a peer mentor.

01:16:49.000 --> 01:16:52.000

So -- >> LINDA POGUE: Well, for me, I

01:16:52.000 --> 01:16:55.000

contacted the Center here in

01:16:55.000 --> 01:16:59.000

Atlanta because I was new in town answer I didn't know

01:16:59.000 --> 01:17:03.000

anybody, not a soul, and so

01:17:03.000 --> 01:17:06.000

I was interested in getting connected with people and so I

01:17:06.000 --> 01:17:09.000

thought: Well, maybe I should volunteer at the local

01:17:09.000 --> 01:17:13.000

CIL, maybe I will get connected. Oh, boy did I get

01:17:13.000 --> 01:17:16.000

connected! My life has expanded hugely because of

01:17:16.000 --> 01:17:21.000

my connection with disABILITY LINK. And I did some

01:17:21.000 --> 01:17:24.000

part-time work and then I got a full-time position and then I

01:17:24.000 --> 01:17:27.000

retired. The whole spectrum has happened

01:17:27.000 --> 01:17:30.000

because of the good people at the Center. >> KYLE KLEIST: Hmm

01:17:30.000 --> 01:17:35.000

. You know, and I look

01:17:35.000 --> 01:17:38.000

at just, one young man I met back when he was 14 years

01:17:38.000 --> 01:17:41.000

old and in High School and having some issues and

01:17:41.000 --> 01:17:44.000

so I became his mentor

01:17:44.000 --> 01:17:48.000

early on. I gave him the ADA and let me

01:17:48.000 --> 01:17:53.000

tell you, he has become one powerful advocate after

01:17:53.000 --> 01:17:57.000

that. He was on our Board of Directors as a

01:17:57.000 --> 01:18:00.000

youth for a while and has now moved

01:18:00.000 --> 01:18:05.000

on and is in Grad School

01:18:05.000 --> 01:18:09.000

. And now on a Governor-appointed

01:18:09.000 --> 01:18:12.000

state Council for people with disabilities,

01:18:12.000 --> 01:18:15.000

so, you know, I'm not taking all the

01:18:15.000 --> 01:18:19.000

credit for him being one hell of an advocate right

01:18:19.000 --> 01:18:22.000

now for people with disabilities, but I'm glad just being

01:18:22.000 --> 01:18:25.000

there early on and being a mentor and

01:18:25.000 --> 01:18:29.000

getting him hooked into advocacy, you know,

01:18:29.000 --> 01:18:32.000

was great. And he always points to me and tells

01:18:32.000 --> 01:18:36.000

me what a great mentor I was and

01:18:36.000 --> 01:18:39.000

I tell him: Well, now it's your turn to pass it on and

01:18:39.000 --> 01:18:42.000

become a mentor to somebody else.

01:18:42.000 --> 01:18:45.000

>> SHAYLIN SLUZALIS: This is Shaylin. I see some comments coming in

01:18:45.000 --> 01:18:48.000

the chat and folks sharing information and a couple

01:18:48.000 --> 01:18:53.000

questions coming in. Max highlights, again

01:18:53.000 --> 01:18:56.000

, that organizations like Lions and others that

01:18:56.000 --> 01:18:59.000

have that sort of local brand recognition

01:18:59.000 --> 01:19:02.000

can be a good resources in local community

01:19:02.000 --> 01:19:06.000

ies because they can can also be in

01:19:06.000 --> 01:19:10.000

strumental in bring

01:19:10.000 --> 01:19:13.000

ing more exposure and the more exposure

01:19:13.000 --> 01:19:16.000

IL has, the more support and so forth

01:19:16.000 --> 01:19:20.000

And I see people mentions how to utilize

01:19:20.000 --> 01:19:23.000

those local University and College downs,

01:19:23.000 --> 01:19:26.000

students, particularly around the language piece we

01:19:26.000 --> 01:19:30.000

were just speaking about.

01:19:30.000 --> 01:19:34.000

And Jamie adds talking to

01:19:34.000 --> 01:19:38.000

the foreign language departments and see if there's ability

01:19:38.000 --> 01:19:42.000

for Language Services. And I see a lot of people engaging

01:19:42.000 --> 01:19:45.000

this conversation quite a lot. Maria is

01:19:45.000 --> 01:19:49.000

wondering: If there are any volunteer/

01:19:49.000 --> 01:19:52.000

mentoring training templates available. >> LINDA POGUE:

01:19:52.000 --> 01:19:56.000

Well, if you are thinking anything to do with

01:19:56.000 --> 01:19:59.000

Independent Living, you want

01:19:59.000 --> 01:20:03.000

go to ILIU and there's a huge, huge supply of

01:20:03.000 --> 01:20:06.000

training materials. In the previous session we had with

01:20:06.000 --> 01:20:10.000

regards to peer support and Peer Support Programs

01:20:10.000 --> 01:20:14.000

, there is a list of

01:20:14.000 --> 01:20:17.000

resources for use

01:20:17.000 --> 01:20:20.000

when training for peer support. I'm sure those

01:20:20.000 --> 01:20:23.000

are available through the APRIL

01:20:23.000 --> 01:20:26.000

Conference website.

01:20:26.000 --> 01:20:29.000

Just a terrific range of possibilities

01:20:29.000 --> 01:20:33.000

. And some really specific things, if you have something very

01:20:33.000 --> 01:20:36.000

particular in mind. Kyle, what about you

01:20:36.000 --> 01:20:39.000

? >> KYLE KLEIST: Well, one of the things I wanted to point to, Linda,

01:20:39.000 --> 01:20:42.000

included a couple of the resources, a couple we had

01:20:42.000 --> 01:20:46.000

localing

01:20:46.000 --> 01:20:49.000

is the Stepping Stones of Dunn County, which operates

01:20:49.000 --> 01:20:52.000

a homeless program and food pantry along with

01:20:52.000 --> 01:20:56.000

United Way. There are

01:20:56.000 --> 01:20:59.000

applications that people can put out there. One of the things we are doing

01:20:59.000 --> 01:21:02.000

is getting our driver application up on our website. But

01:21:02.000 --> 01:21:06.000

, you know, when you put -- when you are

01:21:06.000 --> 01:21:09.000

recruiting a lot of senior people, putting stuff

01:21:09.000 --> 01:21:12.000

on the website or social media isn't real helpful.

01:21:12.000 --> 01:21:16.000

So look at who you are trying to recruit. I can imagine that when

01:21:16.000 --> 01:21:19.000

you are trying to recruit youth or things like that,

01:21:19.000 --> 01:21:22.000

social media is probably the way to go because

01:21:22.000 --> 01:21:25.000

advertising in a newspaper isn't going to get you much traction

01:21:25.000 --> 01:21:29.000

. So it's really hitting people where they live, I guess

01:21:29.000 --> 01:21:32.000

, when it comes to trying to target them

01:21:32.000 --> 01:21:36.000

for getting volunteers. >> LINDA POGUE:

01:21:36.000 --> 01:21:39.000

And if you are using a template that's been borrowed from another

01:21:39.000 --> 01:21:42.000

organization, do be sure to make sure it reflects well

01:21:42.000 --> 01:21:46.000

for what it is that you are doing

01:21:46.000 --> 01:21:49.000

. Asking needless questions doesn't go down very well, I think

01:21:49.000 --> 01:21:52.000

. Making sure it really does reflect the

01:21:52.000 --> 01:21:56.000

organization and the goals that you have in mind for your

01:21:56.000 --> 01:22:00.000

volunteers or peer supporters. >> KYLE KLEIST: Yeah. >> LINDA POGUE:

01:22:00.000 --> 01:22:03.000

I wanted to highlight that. Great questions and

01:22:03.000 --> 01:22:06.000

great comments, thank you, everybody. Terrific! >> KYLE KLEIST:

01:22:06.000 --> 01:22:09.000

And we are starting up our Peer Partnership Program

01:22:09.000 --> 01:22:12.000

and if anybody would like some

01:22:12.000 --> 01:22:16.000

information on some of the things we have developed, I can put it

01:22:16.000 --> 01:22:19.000

out there. I can put it in the chat. I don't

01:22:19.000 --> 01:22:22.000

know if --

01:22:22.000 --> 01:22:26.000

her e-mail is amanned

01:22:26.000 --> 01:22:29.000

AmandaM@

01:22:29.000 --> 01:22:32.000

CIL.com. She can

01:22:32.000 --> 01:22:36.000

share what resources our Staff has developed

01:22:36.000 --> 01:22:40.000

around the Peer Partnership Program. If I have just

01:22:40.000 --> 01:22:43.000

inundated her e-mail, I don't mind at all shall

01:22:43.000 --> 01:22:48.000

. As long as she is networking with other

01:22:48.000 --> 01:22:51.000

IL Centers. >> SHAYLIN SLUZALIS: This is Shaylin. Kyle can

01:22:51.000 --> 01:22:55.000

, can you repeat that

01:22:55.000 --> 01:22:58.000

one more time? >> KYLE KLEIST: Amanda M

01:22:58.000 --> 01:23:02.000

M@C

01:23:02.000 --> 01:23:06.000

ILww.com. >> SHAYLIN SLUZALIS:

01:23:06.000 --> 01:23:09.000

Thank you so much. >> SHAYLIN SLUZALIS: She will probably hate me for give

01:23:09.000 --> 01:23:12.000

ing out her e-mail, but I'm doing it anyways. >> LINDA POGUE:

01:23:12.000 --> 01:23:16.000

[Laughter] And that's the love we have in

01:23:16.000 --> 01:23:18.000

Centers for Independent Living. [Laughter] Love to overwork

01:23:18.000 --> 01:23:22.000

. >> SHAYLIN SLUZALIS: And the power of peer support.

01:23:22.000 --> 01:23:25.000

>> LINDA POGUE: Yes. >> KYLE KLEIST: I really enjoy the stuff that the Staff

01:23:25.000 --> 01:23:28.000

has recently developed to get our

01:23:28.000 --> 01:23:32.000

peer support back up and running and just get it all

01:23:32.000 --> 01:23:36.000

reinvigorated. Like I said changing the

01:23:36.000 --> 01:23:39.000

name to peer partnership, I think is really cool

01:23:39.000 --> 01:23:41.000

and looking at it as a partnering

01:23:41.000 --> 01:23:45.000

program rather than a mentoring thing. So I think they have really

01:23:45.000 --> 01:23:48.000

developed some wonderful resources. I'm looking forward to our

01:23:48.000 --> 01:23:51.000

Center getting our Peer Support Program back up and going. Yeah

01:23:51.000 --> 01:23:54.000

, a lot of it really does rely on your volunteer

01:23:54.000 --> 01:23:59.000

s. You know? I mean,

01:23:59.000 --> 01:24:02.000

we talked so much in the previous session

01:24:02.000 --> 01:24:05.000

about how much people with disabilities had to give with their live

01:24:05.000 --> 01:24:08.000

d experience, so we need to take advantage of that

01:24:08.000 --> 01:24:12.000

and we need to recruit them and use them as volunteers

01:24:12.000 --> 01:24:15.000

. >> LINDA POGUE: And I always like to think that

01:24:15.000 --> 01:24:19.000

when people get connected

01:24:19.000 --> 01:24:24.000

with Centers for Independent Living or Independent Living in general

01:24:24.000 --> 01:24:27.000

that it opens up a whole lot of possibilities for people

01:24:27.000 --> 01:24:31.000

. And we can make use of some of those possibilities if we're

01:24:31.000 --> 01:24:34.000

in the right place to do that. If we've got our act

01:24:34.000 --> 01:24:37.000

together. And the other thing I like to say is that people

01:24:37.000 --> 01:24:40.000
really know -- we feel whether

01:24:40.000 --> 01:24:43.000
we are being respected or disrespected. And one of the

01:24:43.000 --> 01:24:46.000
ways to support our peer supporters

01:24:46.000 --> 01:24:49.000
and volunteers is to really inundate them with

01:24:49.000 --> 01:24:52.000
respect, that respect and appreciation. Yeah. >> KYLE KLEIST: And if

01:24:52.000 --> 01:24:56.000
there's anybody else that wants to put somebody's e-mail in the CHAT

01:24:56.000 --> 01:24:59.000
the chat that has

01:24:59.000 --> 01:25:02.000
some great resources, feel free to do that. I mean, Linda

01:25:02.000 --> 01:25:05.000
and I talked about this, and we really wanted

01:25:05.000 --> 01:25:10.000
this to be an opportunity to share information and resource was one another

01:25:10.000 --> 01:25:13.000
and that's what Independent Living is all about.

01:25:13.000 --> 01:25:16.000
I mean, we just learn so much by getting together and

01:25:16.000 --> 01:25:19.000
seeing what each other is doing.

01:25:19.000 --> 01:25:22.000
You know? >> LINDA POGUE: This is it, this is peer support

01:25:22.000 --> 01:25:25.000
in action. And this is peer support over

01:25:25.000 --> 01:25:28.000

a hundred people in, I don't

01:25:28.000 --> 01:25:31.000

know how many states are represented here, but I imagine quite

01:25:31.000 --> 01:25:34.000

a number, and lots of different time zones, altogether

01:25:34.000 --> 01:25:38.000

working towards our Independent Living goals,

01:25:38.000 --> 01:25:41.000

which includes using volunteers and peer supporter

01:25:41.000 --> 01:25:45.000

s really effectively. We can't afford not to,

01:25:45.000 --> 01:25:48.000

can we, with the things we are dealing with? We can't

01:25:48.000 --> 01:25:52.000

afford not to. >> KYLE KLEIST: Yes, well said, Linda.

01:25:52.000 --> 01:25:55.000

>> LINDA POGUE: Well, well said everybody who has made such

01:25:55.000 --> 01:25:58.000

great comments and questions and ideas to share

01:25:58.000 --> 01:26:02.000

. Really terrific! I'm very, very grateful for being

01:26:02.000 --> 01:26:05.000

part of this conversation. Thank you for being

01:26:05.000 --> 01:26:08.000

so willing to share. >> SHAYLIN SLUZALIS: This is -- >> LINDA POGUE:

01:26:08.000 --> 01:26:11.000

And for your time. Thank you. >> SHAYLIN SLUZALIS: This is Shaylin. I know

01:26:11.000 --> 01:26:14.000

we have maybe a couple more minutes left

01:26:14.000 --> 01:26:17.000

and just wondering if we have one more moment to hear

01:26:17.000 --> 01:26:21.000

from Andy whose hand is up for

01:26:21.000 --> 01:26:24.000

a quick comment or question. >> LINDA POGUE: Oh, yes. >> SHAYLIN SLUZALIS:

01:26:24.000 --> 01:26:27.000

Go ahead, Andy. >> ANDY:

01:26:27.000 --> 01:26:30.000

Okay, sorry. Just

01:26:30.000 --> 01:26:34.000

I put this in the chat earlier, I don't know if

01:26:34.000 --> 01:26:37.000

anyone saw, but when you had -- sorry -- when you guys

01:26:37.000 --> 01:26:42.000

had the PowerPoint slide of how

01:26:42.000 --> 01:26:45.000

to connect to, like, get the word

01:26:45.000 --> 01:26:48.000

out. >> LINDA POGUE: The recruitment part

01:26:48.000 --> 01:26:54.000

, mm-hmm.

01:26:54.000 --> 01:26:57.000

>> ANDY: Yeah, that one, the plan

01:26:57.000 --> 01:27:00.000

.

01:27:00.000 --> 01:27:04.000

My sister does a recording

01:27:04.000 --> 01:27:07.000
studio at their house and I put in the

01:27:07.000 --> 01:27:10.000
chat their

01:27:10.000 --> 01:27:13.000
e-mail and their website if anyone wants to

01:27:13.000 --> 01:27:16.000
use it to get a hold of

01:27:16.000 --> 01:27:21.000
peers or volunteers

01:27:21.000 --> 01:27:24.000
. So sorry about that. >> LINDA POGUE: No, please don't apologize.

01:27:24.000 --> 01:27:27.000
Help me understand a little bit more. Your sister has

01:27:27.000 --> 01:27:32.000
a recording studio at home that they use for creating

01:27:32.000 --> 01:27:35.000
videos? Or audios? >>

01:27:35.000 --> 01:27:39.000
ANDY: Yes, video, audio

01:27:39.000 --> 01:27:43.000
, live

01:27:43.000 --> 01:27:47.000
recordings. So --

01:27:47.000 --> 01:27:50.000
and social media to help give out word on

01:27:50.000 --> 01:27:53.000
if you need

01:27:53.000 --> 01:28:00.000
help spreading the word about your business or

01:28:00.000 --> 01:28:03.000

-- >> LINDA POGUE: That's great, Andy. Which state are you from

01:28:03.000 --> 01:28:06.000

? I'm not sure. >> ANDY: Utah, but

01:28:06.000 --> 01:28:09.000

they can -- I think they can travel,

01:28:09.000 --> 01:28:12.000

so. >> LINDA POGUE: Wow! That's

01:28:12.000 --> 01:28:16.000

a lovely resource to share. Thank you so much for that. >> KYLE KLEIST: Yeah

01:28:16.000 --> 01:28:19.000

. >> ANDY: You're welcome. >> KYLE KLEIST: Yeah. Answer

01:28:19.000 --> 01:28:22.000

And I always encourage people,

01:28:22.000 --> 01:28:25.000

you know, find the free stuff, especially when it comes

01:28:25.000 --> 01:28:28.000

to recruitment. Any newsletters, newspapers

01:28:28.000 --> 01:28:32.000

, radio stations, television

01:28:32.000 --> 01:28:35.000

stations. I believe they have an

01:28:35.000 --> 01:28:38.000

SCC requirement that they have to do so many

01:28:38.000 --> 01:28:42.000

free spots or community-related things, so take advantage

01:28:42.000 --> 01:28:43.000

of that.

01:28:43.000 --> 01:28:47.000

FCC requirement that they have to do so many free spots or community-related things, so take advantage of that.

01:28:47.000 --> 01:28:50.000

>> LINDA POGUE: I don't think I mentioned this, I meant to, here in

01:28:50.000 --> 01:28:53.000

Georgia we have the Georgia

01:28:53.000 --> 01:28:56.000

Radio Service, which originally started

01:28:56.000 --> 01:29:01.000

as audio books, but have

01:29:01.000 --> 01:29:05.000

since became other services program and disABILITY LINK

01:29:05.000 --> 01:29:09.000

partners with

01:29:09.000 --> 01:29:12.000

them for the community that are print disabled and we have

01:29:12.000 --> 01:29:15.000

made some very nice connections that way. Very nice.

01:29:15.000 --> 01:29:19.000

>> SHAYLIN SLUZALIS: This is Shaylin. Thank you both so much. Any

01:29:19.000 --> 01:29:22.000

last comments you'd like to share with the folks that are joining us today

01:29:22.000 --> 01:29:25.000

? >> LINDA POGUE: I would love

01:29:25.000 --> 01:29:28.000

to say a huge thank you that people are so willing

01:29:28.000 --> 01:29:32.000

to share their energy and their time

01:29:32.000 --> 01:29:35.000

with other parts of our community. Lovely!

01:29:35.000 --> 01:29:38.000

Thank you so much! It's a real joy to know that so

01:29:38.000 --> 01:29:41.000

many people are working out there

01:29:41.000 --> 01:29:44.000

good people are working out there

01:29:44.000 --> 01:29:47.000

for what all of our goal is, which is Independent Living.

01:29:47.000 --> 01:29:50.000

Thank you very much. Thank you, Shaylin, and everybody who has helped make that

01:29:50.000 --> 01:29:54.000

happen. >> KYLE KLEIST: Yes. Yes. I want to thank

01:29:54.000 --> 01:29:57.000

Linda as well and THAUNG

01:29:57.000 --> 01:30:00.000

thank all of you at APRIL. Abby and

01:30:00.000 --> 01:30:03.000

everyone for reading the comments, and Shaylin, I mean, you have been

01:30:03.000 --> 01:30:06.000

wonderful at helping us with the

01:30:06.000 --> 01:30:08.000

workshop, so we couldn't have pulled it off without

01:30:08.000 --> 01:30:12.000

you. >> SHAYLIN SLUZALIS: Thank you, both.

01:30:12.000 --> 01:30:15.000

>> LINDA POGUE: You should definitely be highlighted. Thank you.

01:30:15.000 --> 01:30:18.000

Now we'll be back! We'll be back MENTD!

01:30:18.000 --> 01:30:22.000

! We're not finished for today. >> SHAYLIN SLUZALIS: Exactly

01:30:22.000 --> 01:30:25.000

. This is Shaylin. That takes approximate me

01:30:25.000 --> 01:30:28.000

s me to my next part. Thank you both so much

01:30:28.000 --> 01:30:32.000

for this wonderful conversation. I know lots of folks are commenting

01:30:32.000 --> 01:30:35.000

in the chat that this has been a lot of Help Resources sharing and

01:30:35.000 --> 01:30:38.000

information sharing. And as Linda mentioned, this is not over today.

01:30:38.000 --> 01:30:41.000

Thank you for joining Part II and we do ask

01:30:41.000 --> 01:30:44.000

that you take some time to complete the evaluation on Part II

01:30:44.000 --> 01:30:48.000

when the webinar closes and this let's us know how we can continue to

01:30:48.000 --> 01:30:51.000

improve and keep providing training that you find most useful.

01:30:51.000 --> 01:30:55.000

And thank you all so much for joining us. A special thank you

01:30:55.000 --> 01:30:58.000

to our ASL Interpreters and our

01:30:58.000 --> 01:31:01.000

Captioners and our Spanish Interpreters who kept

01:31:01.000 --> 01:31:05.000

up with us the whole time in providing

01:31:05.000 --> 01:31:08.000

access to everyone. We'll see everyone in a short while. We will

01:31:08.000 --> 01:31:11.000

have our next session, looking forward to you all joining

01:31:11.000 --> 01:31:16.000

us for Session III starting at 4:00

01:31:16.000 --> 01:31:21.000

PM Eastern time, 1:00 PM specific time

01:31:21.000 --> 01:31:22.000

for the Conference wrap-up